

# Learning Records Service



Version 3.7 January 2013



## LRB User Guide

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## 1. Purpose and structure of this guide

This Guide provides information and guidance for Learner Registration Bodies (LRBs) that sign up to use the Learning Records Service (LRS).

[Section 1](#) provides important operational guidelines on how to **administer and manage users**.

[Section 2](#) introduces you to the **Organisation Portal**.

[Section 3](#) provides guidance on managing **Unique Learner Numbers (ULNs)**. There are several steps to managing ULNs, and the Guide describes these including how to set up and manage batch processes.

[Section 4](#) describes in detail how to access and manage the **Personal Learning Record (PLR)**.

[Section 5](#) describes **how to find a QCF qualification**. This includes processing **Rules of Combination (RoC)** enquiries, which gives Learner Registration Bodies (LRBs) the opportunity - using selection criteria that help to produce options for learners - to find suitable courses.

The Guide also offers advice and information on best practice, to help you make the most of the LRS, and provide details of how to get further help and guidance.

If any of your users would receive the LRS newsletter - Service News - they can subscribe by sending their full name, organisation name and contact details by email to the [LRS Customer Helpdesk](#).

## 2. Operational guidelines for super users

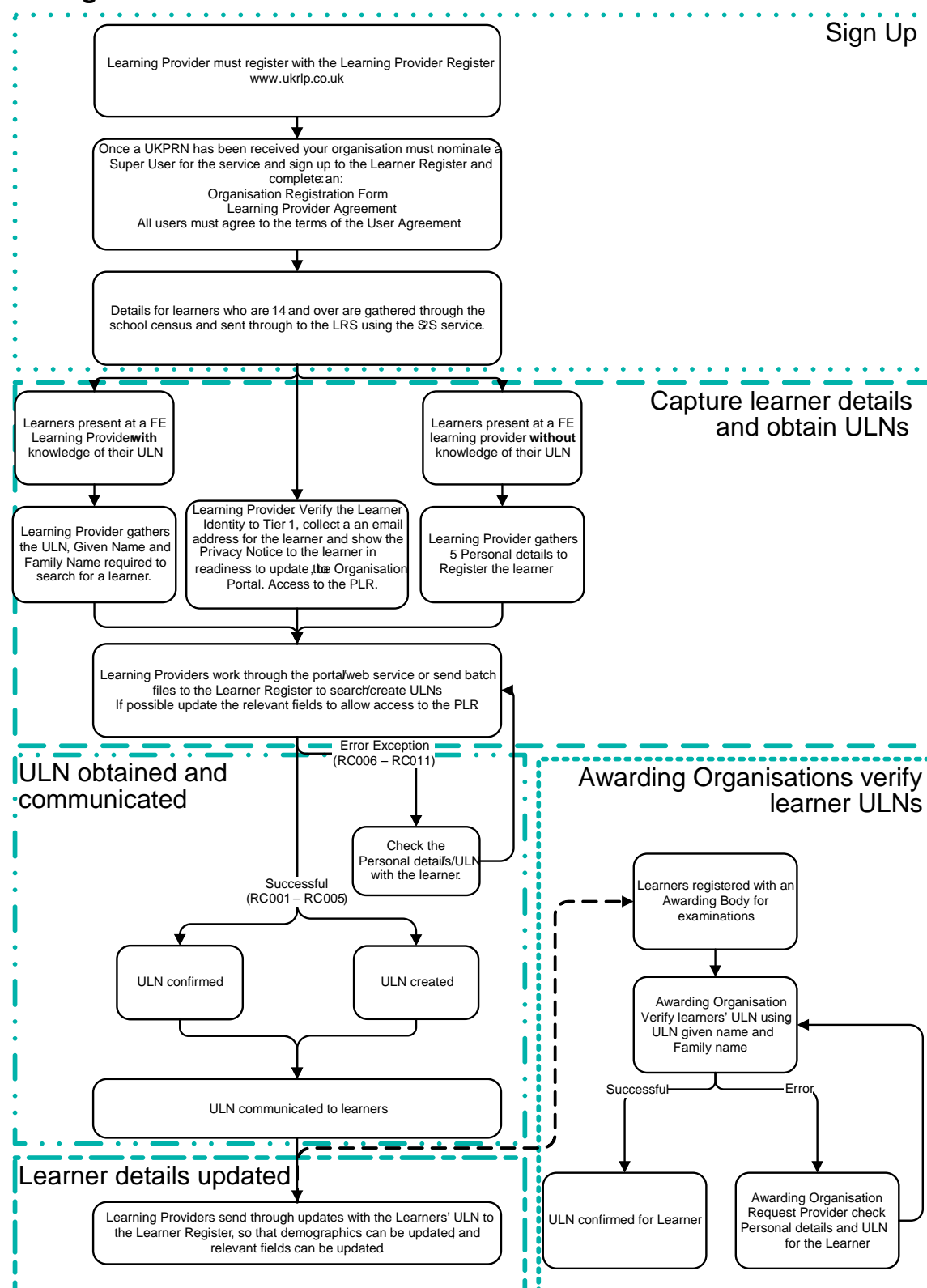
Once your organisation has registered with the Learning Records Service (LRS) it will be referred to as a Learner Registration Body (LRB). You will need to establish managerial arrangements for running the LRS and ensure that appropriate arrangements for [data governance](#) are in place.

Once we have checked and accepted your registration, LRS will set up your organisation account on the Organisation Portal and email your nominated Super User with a username and provide a password to enable access to the Organisation Portal.

This section is for your organisation's Super User and will help to:

- Clearly define your managerial arrangements for running the LRS.
  - Establish your data governance arrangements.
- Assign additional Super User(s) and appropriate access for other users of the LRS.

## 2.1 High level view of the LRS and its uses



**Figure 1 High Level View of LRS**

## 2.2 Operational arrangements and user administration for super users

### 2.2.1 Your role as a super user

When your organisation registered as a Learner Registration Body (LRB), the LRS recognised a Super User as the person whose details were supplied on your LRS Organisation Registration form.

An LRS Super User is the highest level organisation-specific role that you can be given. As a Super User, you are responsible for managing all users within your LRB, including setting up additional Super Users. This is to ensure that only the right people have access to LRS, that you maintain your user community and to make sure that the confidentiality of the records of learners is protected.

As a Super User you will be the first contact point for your user community to:

- Create Users
- Update Users
- Resolve access and password problems
- Remove Users
- Monitor User activity

So now you must decide how to administer your user community and set up all other users.

### 2.2.2 Appoint other super users

It is strongly recommended that your organisation has at least **three super users** to ensure that a Super User is available to unlock accounts, and so on, at any time.

The [Organisation Agreement](#) sets out two complementary areas of responsibility which are assigned to the Super User(s) of the LRS:

- Oversight of Data Protection (DP) issues.
- Operational management of the LRS, including managing users, removing those who leave and oversight of procedure and practice.

You may wish to consider the responsibilities of the Super Users for the following areas and the following responsibilities in mind:

1. Data protection responsibilities are separated from operational information processing management.
2. The potential number of learners or users is substantial.
3. The institution wishes to spread the risk / share the knowledge / provide staff cover.
4. Your organisation structure and locations.



### **2.2.3 Set up user administration procedures**

It is important to consider:

- Internal processes; including how additional users can be set up.
- How Super Users will deal with internal enquiries, as your Super User must be the first point of contact in your organisation.
- Number of potential users in your organisation.

### **2.2.4 Things to consider when creating users**

As a Super User creating other users you must consider:

- Who authorises the request?

Any application for a new user account must follow your own internal process for checking people who are given access to confidential student records. Depending on the role, this may involve Criminal Records Bureau (CRB) checks. CRB checking is NOT mandated by the LRS. You must set up procedures for requesting a new user account which checks that the person being given access is properly authorised to access the LRS.

- What level of permission is needed for the user?
- What details are recorded for each user?
- Are users aware of their responsibilities in using the LRS?
- How will training and awareness about the LRS, including guidance on the use of the FileName field in respect of batches, be implemented.

Please note: the LRS does not recommend the creation of 'Guest' user accounts. This will break the responsibility for maintaining access authorisation. The LRS may contact you if we identify any inappropriate behaviour when using our services.



## 2.2.5 Types of user in the LRS

In order to protect the LRS and the information on learners, it is your responsibility to make sure users only have the level of access necessary to perform their job. To help identify this level, the LRS provides a number of roles which you can assign to a user; the roles can be 'mixed and matched' according to the level of access required. The User roles are:

User Role	Description
<b>LRB Super User</b>	This is the highest level organisation-specific role that you can be given. As a Super User you are responsible for managing all users within your registered organisation.
<b>LRB Batch User</b>	This is a basic role, allowing the user to submit and view the results and progress of batch jobs.
<b>LRB Online User</b>	This is a basic role allowing the user to find, update learner records and register learners. The functionality to 'Find a QCF Qualification' (anonymously) is provided as part of this role.
<b>LRB View Only User</b>	This is the lowest level of access, allowing the user to find learner records and 'Find a QCF Qualification' (anonymously), but <b>not</b> register learners or update learner records.
<b>Learner Record</b>	This role allows the user to view and print the Personal Learning Record (PLR) for any ULN. PLR Users can access a learner's PLR once a 'Find Learner search' has been performed, and can use the 'Find a QCF Qualification' facility using units from the PLR.
<b>Learner Plan User/ Learner Plan View Only</b>	There are two additional roles which have been defined to give access to Learner Plan functionality: Learner Plan and Learner Plan View Only. <b>These roles are only available to organisations delivering learning to offender learners who have been approved by OLASS.</b>
<b>VLD Learning Provider</b>	The (Verify Learner Details) role allows users to verify learners using Learner Verification. <b>This role is only available to providers funded by the Skills Funding Agency.</b> If you would like more information, please contact the Data Service.

Table 1 – User roles

Please note: you can only select the user types that you have been granted access to when your organisation was set up as an LRB. For instructions on how to create users, please see [Section 2.4](#).

## **2.2.6 User responsibilities**

The [User Agreement](#) sets out the individual's responsibilities in using the LRS and must be accepted on screen every time a user logs into the LRS Portal. This text is also available in the Organisation Portal Help Pages and on the [LRS website](#).

You may also want to reinforce these messages in your guidance notes or through training and awareness.

## **2.3 Arrangements for data governance**

Whilst the obligations upon each individual user are set out in the User Agreement, the LRS requirements for data governance are articulated in the [Organisation Agreement](#). These documents taken together frame and detail the responsibilities imposed upon the LRB. Ensuring proper practice in handling personal data is a requirement of learning providers, although there is no standard model of practice across the sector.

## **2.4 Training and awareness**

The LRS does not give training courses in using the LRS. The responsibility for user training and awareness lies with you as Super User. LRS does offer a range of support materials (including this Guide) which can be accessed on the [LRS website](#) as well as the Help Pages within the Organisation Portal.

The LRS will not be able to tell your users about your specific practices in using the Portal. This training must be delivered by you.

## **2.5 Naming conventions for multiple sites**

The LRS registers an LRB as a single legal entity, even if the organisation has multiple sites and users. If you have a number of sites or offices, we suggest you give each its own name which can then be input into the FileName field when submitting a batch job.

This will allow users to filter batch jobs by site using this field on the Organisation Portal. Once the filter is set, it will be applied every time that user logs in, until they remove it. You may want to consider issuing guidance to all your organisation's users regarding the use of this function.

## **2.6 Update users**

It is important to maintain your user community. You and your fellow Super Users can update and manage all your user account details. Scenarios to consider are:

- Change in details, name, contact numbers, and so on, including email address so users can use the Forgotten Password – see [Section 1.7.2](#).
- Change in role or permission

Basic account details, such as name and contact numbers, can be maintained by the individual user. As a Super User, you can tell your user community how to maintain their own user accounts.

As a Super User, You need to set up your organisation's procedures for authorising any changes in role, and make this known to users. This is important, especially if the change gives the user more responsibility and access. You must make sure that your internal procedures cover any more checks that may be needed before giving access.

## **2.7 Access and password problems**

As a Super User, you are your user community's first point of call for:

- LRS access problems
- Password resets
- Suspending and reinstating access to a user account

For Organisation Portal access problems, please check whether there is a local access or internet connectivity issue before contacting the LRS Customer Helpdesk.

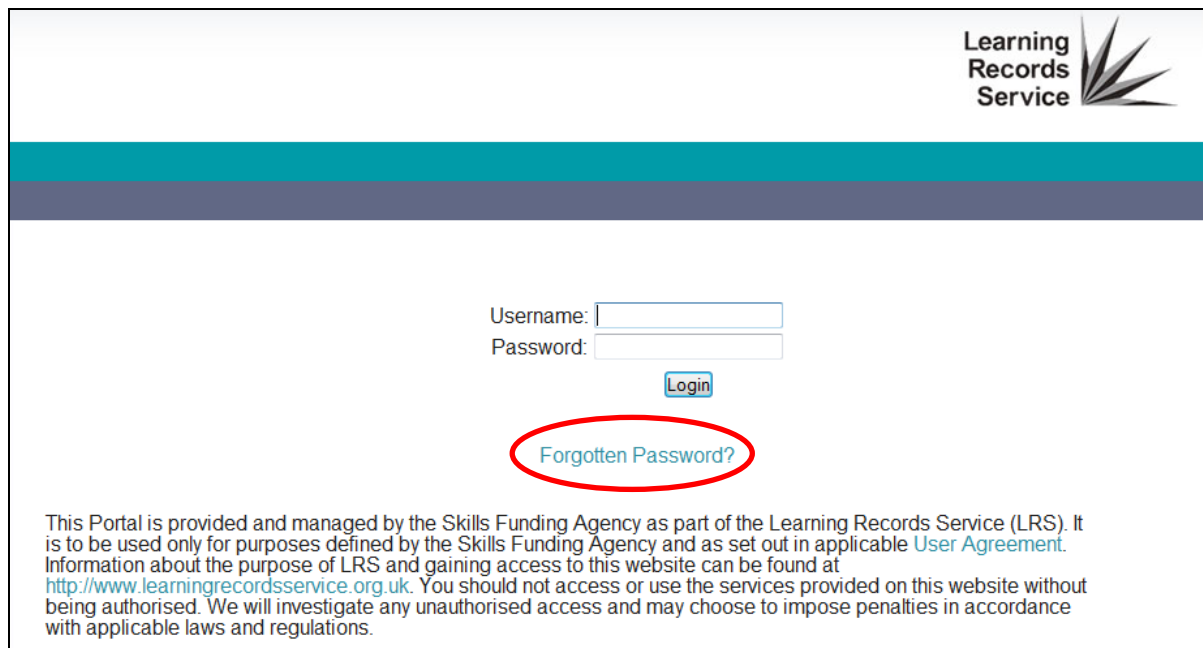
### **2.7.1 Reset a user account**

When a user has used the wrong password 3 times without entering the correct details to access the Organisation Portal, that user's account will be locked. Once successfully logged in, the LRS is reset. To reset a user password please see [Section 2.8](#).

If you wish to deny a user (for any reason) access to the Organisation Portal, you can change the user account status to 'suspended'.

### 2.7.2 Forgotten password

When creating your users, by ensuring you provide an email address, they can use the Forgotten Password **(1)** option on the login screen so reset their own password.



The screenshot shows the Learning Records Service login interface. At the top right is the Learning Records Service logo. Below it is a teal header bar. The main content area has a white background. It contains a 'Username:' label followed by a text input field, and a 'Password:' label followed by a text input field. Below these fields is a blue 'Login' button. Below the 'Login' button is a link labeled 'Forgotten Password?' which is circled in red. At the bottom of the form area is a paragraph of legal text.

Username:

Password:

Login

[Forgotten Password?](#)

This Portal is provided and managed by the Skills Funding Agency as part of the Learning Records Service (LRS). It is to be used only for purposes defined by the Skills Funding Agency and as set out in applicable [User Agreement](#). Information about the purpose of LRS and gaining access to this website can be found at <http://www.learningrecordsservice.org.uk>. You should not access or use the services provided on this website without being authorised. We will investigate any unauthorised access and may choose to impose penalties in accordance with applicable laws and regulations.

Screenshot 1 – Logon screen

### 2.7.3 Remove users

Don't leave user accounts open for people who no longer work for the organisation. This is important; if an account is left active, that person could still access the Portal online and potentially misuse the service. **These activities will still be associated to your organisation and you will be held responsible.**

Remove a user account as soon as the user has:

- Left your organisation
- Moved to another organisation which is also an LRB
- Taken on a role that no longer needs access to the Organisation Portal
- Ceased being sub-contracted to your organisation

#### **2.7.4 Monitor users activity**

The LRS recommends that you audit your user community annually, to check whether all your users are still using the LRS and whether they still hold the right level of access.

You can find all your organisation's users on the Portal. Just go to the 'User Management', leave the 'find user' criteria blank and select all of the roles and select 'Find User'. The Portal will generate a full list of users where you can review your user's roles.

#### **2.8 Change of super user**

The initial Super User detailed on your Organisation Registration form is the LRS primary contact point. If you or another Super User changes roles or leaves the organisation, please complete the [Change of Super User Form](#) or contact the LRS Customer Helpdesk.

#### **2.9 Contract staff or third party organisations using the LRS**

From time to time, you may hire contract or temporary staff to help within your organisation. As part of their role they may need access to the Organisation Portal. These staff must be subject to the same checks that protect confidentiality following your organisation's policy.

If another organisation is contracted to do work for your organisation and needs access to the Portal, it is your responsibility to give them access as users belonging to your organisation.

This will ensure that all transactions that are conducted for your organisation are audited as belonging to your organisation. At present, contracted organisations are unlikely to pass the Learning Records Service registration checks to register directly as an LRB.

If you are an agency working for a number of different LRBs, you will have to use separate user logons for each organisation you are working for.

#### **2.10 Lost your only super user account?**

In the unfortunate event that your Super User account is suspended or your Super User account holder has left the organisation, and you have no other Super Users, the LRS will create a new Super User account for you.

To request a new Super User, please complete in the [Change of Super User Form](#) and send it to the LRS. The form must be signed by a Senior Manager from your organisation (preferably the same person who originally signed your Organisation Agreement).

## **2.11 Access to the developer's team site**

If you would like your Management Information System (MIS) developer to develop the web services to the LRS Organisation Portal, they will need to sign up to the Developer's Team site. Information on how they register is available on the [LRS website](#).

## **2.12 Preparation – privacy notice and verify learner's identity**

1. Plan how your organisation will inform learners of their ULN.
2. You will need to make learners aware of the way their data can be used by ensuring they have read, or have access to a Privacy Notice (previously known as the Fair Processing Notice (FPN)). LRS has provided an [example of a Privacy Notice](#) that you may chose to incorporate into your enrolment processes.
3. It is recommended, but not mandated, that the identity of learners is verified as part of the LRS process and you may wish to put procedures in place to facilitate this.

### **2.12.1 Privacy notice**

The LRS has released standardised texts for Privacy Notices. These are for the benefit of learner providers to incorporate into their course registration and application forms plus administration systems for the next academic year.

A short text version - suitable for inclusion in student and learner facing application forms.

An extended text with simple explanations of how the LRS will use and process the information and data provided to us by Learner Registration Bodies (LRBs). This version is suitable for cascading to students and learners and to be used within your own application and information packs.

Access and download the [short and extended versions of the Privacy Notices](#) and the [Framework Code of Practice for all Providers](#).

Please also see [Section 4](#) to understand the implications for learners regarding the Privacy Notice and the Personal Learning Record.



The learner's wishes should be recorded in the Ability to Share field – [see Appendix B](#).

### 2.12.2 Identity verification guidelines

The LRS includes the functionality to record the type of identification used to verify a learner's identity.

Where possible, a learner's identity should be verified at enrolment, although a lack of proof of identity should not prevent enrolment. Where a learner's identity cannot be verified at enrolment, it must be verified at a later date.

The LRS also recommends verifying each learner's identity before accepting them for credit or award based examinations.

The facility for recording verification is provided by two fields: 'Verification Type' and 'Other Verification Description'. The 'Verification Type' field is a controlled list whilst the 'Other Verification Description' is a free text entry field and is only used in value 'Other' is selected in Verification Type).

#### 2.12.2.1 Verification type

Select from the following verification type:

- None provided
- Relationship with school
- Passport\*
- Driving licence\*
- ID Card or other form of national ID\*
- National Insurance Card\*
- Certificate of Entitlement to Funding\*
- Bank Credit\Debit\Card\*
- Other

The verification type value 'relationship with school' should be used by pre-16 schools, where the identity checking processes typically involves verifying the identity of the learner with the parents or guardians.

\* Tier 1 ID verification type. Learners are required to be ID verified to Tier 1 before they can access their Personal Learning Record online through the Learner Portal or via the Lifelong Learning Account – for more information, please visit the [National Career Service \(NCS\)](#). This is to ensure the security and protection of personal data. Learning Records Service must be confident that the identity of an individual is checked before access can be given to their Personal Learning Record.



### **2.12.2.2 Other verification description**

Where the 'Other' value is assigned to the 'Verification Type' field, the verification document must be issued by a trusted third party. Any documentation that does not conform to the standard verification types or 'other' trusted documentation should result in the learner being registered with the verification type value 'none'. Please see [Section 1.12.2.1](#) for more information on how to update the learner's details when the Verification Type value is set to 'None'.

Examples of trusted document types are:

- Photographic security pass for current place of employment
- Armed Forces service ID
- Re-enrolment of known student (record as 'returning student')
- Exam Certificates

## **2.13 Support**

For further information and support please contact the LRS Customer Helpdesk.

Open Monday to Saturday, 8:00 am – 8:00 pm

Telephone: 0845 602 2589

Email: [lrssupport@learningrecordsservice.org.uk](mailto:lrssupport@learningrecordsservice.org.uk)

Website: [www.learningrecordsservice.org.uk](http://www.learningrecordsservice.org.uk)

## 2.14 Key points from this section

- Appoint at least two more Super Users (one nominated and two deputies).
- Set up and publicise your procedures for requesting user access to the Portal
- Make sure your User community know your internal contact details, and contacts a Super User in the first instance with any issues.
- Ensure that all Users are trained in your internal processes and the use of the Organisation Portal.
- Amend user accounts and remove redundant accounts as soon as possible.
- Ensure learners are made aware of the way their data can be used by ensuring they have read, or have access to a Privacy Notice.
- Verify your learner's identity and update the LRS. They will not be able to access their Learner Account unless their identity has been verified.

### **Useful Links:**

- [Fact sheets for learners and staff](#)
- [Data Capture](#)
- [Exceptions – Best practice](#)

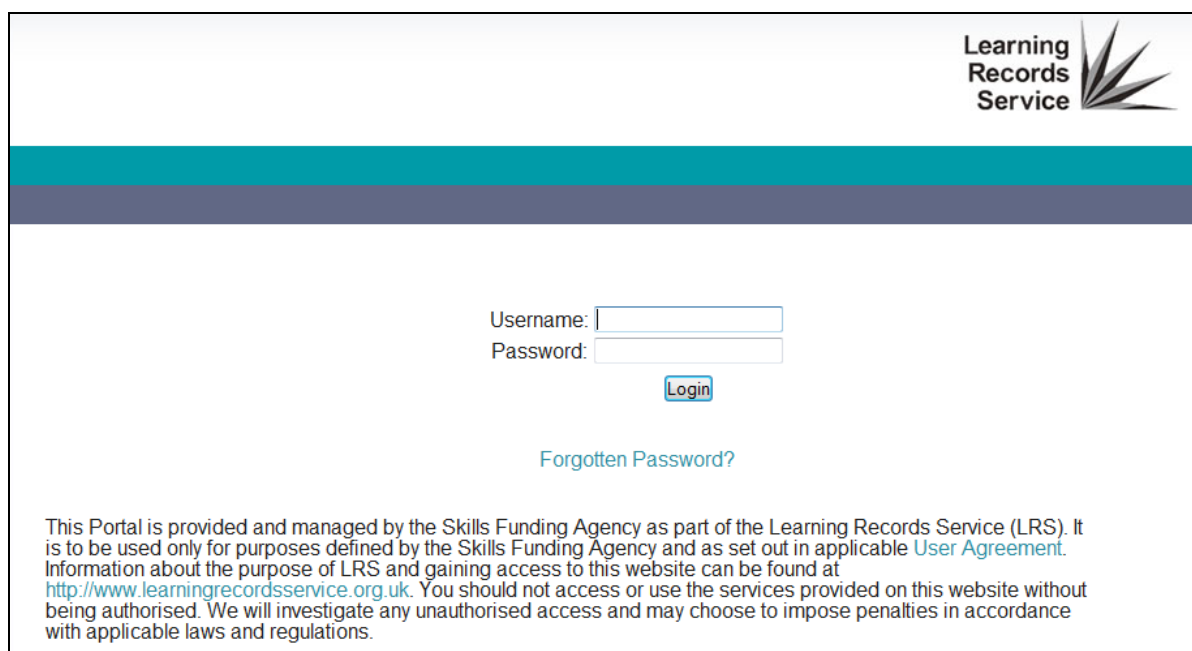
### 3. Use the LRS organisation portal

You are now ready to log on to and use the LRS Organisation Portal

#### 3.1 Log onto the LRS for the first time

- Open the internet and log on to <http://www.uklrs.miap.gov.uk/>

You will be presented with this Logon screen **(2)**:



The screenshot shows the LRS Logon screen. At the top right is the Learning Records Service logo. Below it is a teal header bar, followed by a dark blue bar. The main content area is white and contains the following elements:

- Username:
- Password:
- 
- [Forgotten Password?](#)
- A disclaimer at the bottom: "This Portal is provided and managed by the Skills Funding Agency as part of the Learning Records Service (LRS). It is to be used only for purposes defined by the Skills Funding Agency and as set out in applicable [User Agreement](#). Information about the purpose of LRS and gaining access to this website can be found at <http://www.learningrecordsservice.org.uk>. You should not access or use the services provided on this website without being authorised. We will investigate any unauthorised access and may choose to impose penalties in accordance with applicable laws and regulations."

**Screenshot 2 – Logon screen**

On completion of registration, you as the nominated Super User will have received two communications, one by email and one by telephone, one containing the username and one the password.

- Enter your Username and Password and Select '*Login*'.

The first time you log in you will need to read through the User Agreement **(3)**:

#### Learning Records Service (LRS) User Agreement

This Portal is provided and managed by the Skills Funding Agency as part of Learning Records Service (LRS). It is to be used only for purposes defined by the Skills Funding Agency. Please ensure you read and accept the [User Agreement](#) before proceeding.

Information about the purpose of LRS and gaining access to this website can be found at <http://www.learningrecordsservice.org.uk>. You should not access or use the services provided on this website without being authorised. We will investigate any unauthorised access and may choose to impose penalties in accordance with applicable laws and regulations.

Click [here](#) to return to the Logon page.

#### Screenshot 3 – LRS authorisation

- Select 'Accept'. **Please note:** Users are asked to accept a shortened version of the User Agreement each time they log into the LRS.

The first time you log in you will need to create a 'secret question' **(4)**.

- Select the question and enter your answer.

**Authentication Details Required**

Please select a secret question and enter an answer that will only be known to you.

Secret Question\*

Answer\*

Confirm Answer\*

Click [here](#) to return to the Logon page.

#### Screenshot 4 – Authentication details

- Confirm the answer and select 'OK'.  
You have now logged in and should see the Welcome Page **(5)**.

### 3.2 Welcome page

Once successfully logged on, you see a Welcome Page **(5)** which will be unique to their user type and role permissions. The image shown below is the Welcome Page of a Learner Registration Body Online User.

### Find a learner by ULN

Mandatory fields are marked with an asterisk (\*)

ULN \*

Given Name \*

Family Name \*

[More search options](#)

### Find a QCF qualification

Keyword:

Level:

Size:

Sector Subject Area:

[More search options](#)

### Latest information

**Release 6**

We are pleased to announce that Release 6 of the LRS was successfully deployed this weekend. Take a look at the Release Note for more information.

**Top tips Reminder - Improving your search for learners**


**Date of birth** Swapping the Month and Day around (if less than or equal to 12) or using the first of the month (01-MM-YYYY)

**Postcodes** Searching using a previous postcode for the person, or their parent's postcode.

**Preferred name** Searching using their preferred or nickname as the Given Name.

**Swap Given Name and Family Name** Swapping the Given Name and Family Names around, or using their middle name as their Given Name.

**Swap Previous Family Name** Searching using the learner's previous family name.



### What's new?

Release 6 deployed on 14 January 2012 is the latest version of the Learning Records Service (LRS) Organisation Portal.

Improvements include:

- The ability to print the Find a QCF qualification screens
- Improved error messages on the View learner profile – edit screen and Register learner (accessed via the exception handling process)
- Enhancement of password configuration so 8 characters are now required

**Screenshot 5 – Welcome page**

The Welcome Page displays various sections:

- Up to two online 'quick search forms' may be displayed on the left hand side of the Welcome Page, depending on the user type and role permissions
  - 'Find a Learner by ULN' for all LRB roles apart from that of LRB Super User.
  - 'Find a QCF Qualification' for LRB Online Users and LRB View Only Users.

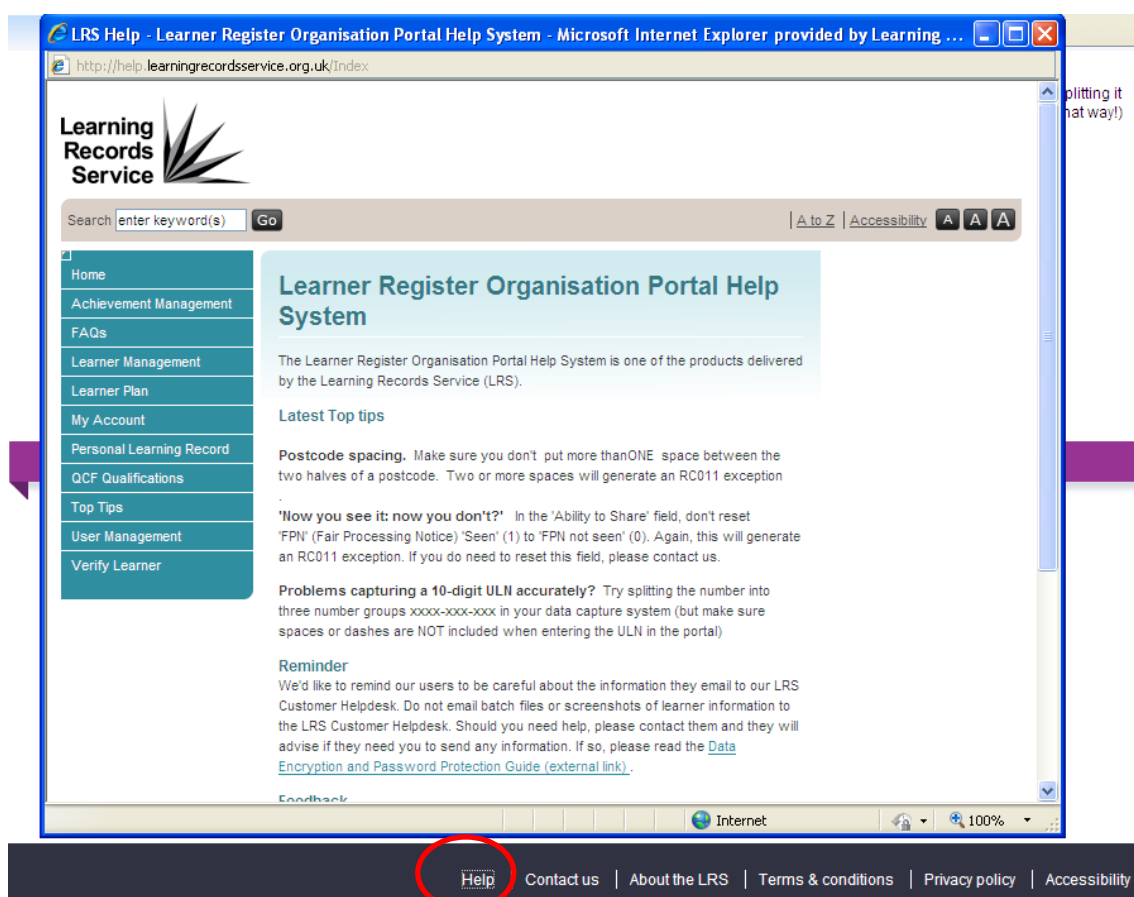
Other User Roles will see an image displayed in this section of the Welcome Page.

- On the right, 'Latest Information' gives news from the Learning Records Service

- 'What's New?', at the foot of the page, gives latest information on the current release of software including details of new features and changes to functionality.

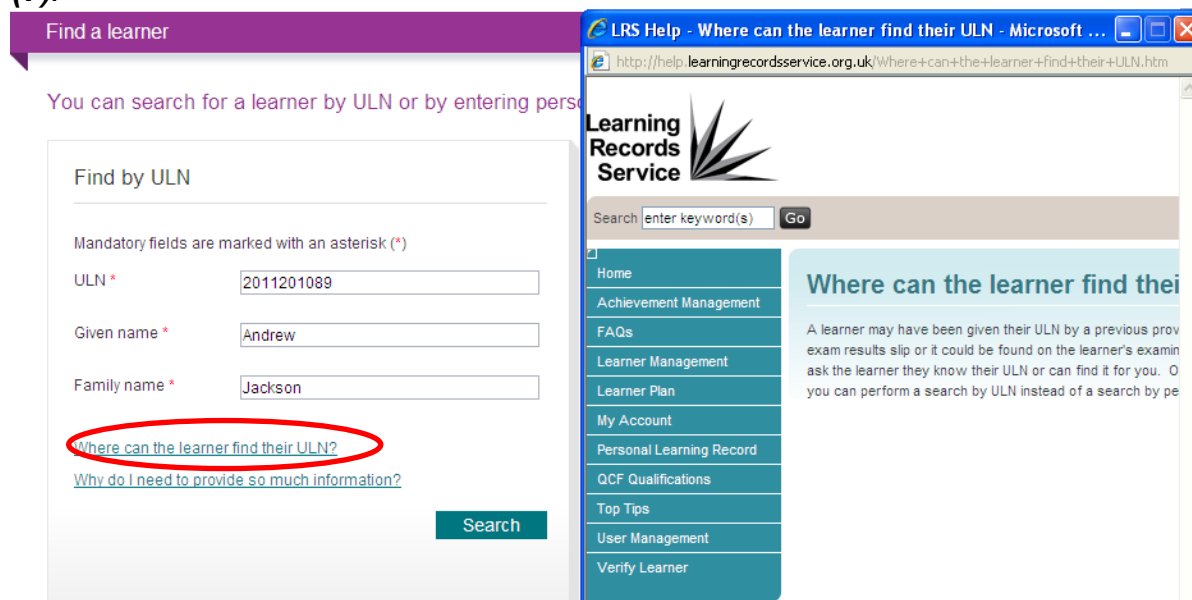
### 3.3 Online help

The Portal provides online help and assistance, via the footer 'Help' button (circled below), giving guidance on the particular function or page. The LRS directs you to the Organisation Portal Help System (6), by opening a separate browser session. Once in the Help System, you can browse other Help topics, before returning to the page.



Screenshot 6 - Online Help

The Organisation Portal also provides some context sensitive help; there are hyperlinks available at various points within the LRS, giving function specific help (7).



**Find a learner**

You can search for a learner by ULN or by entering personal details

**Find by ULN**

Mandatory fields are marked with an asterisk (\*)

ULN \*

Given name \*

Family name \*

[Where can the learner find their ULN?](#)

[Why do I need to provide so much information?](#)

**Search**

**LRS Help - Where can the learner find their ULN - Microsoft ...**

<http://help.learningrecordsservice.org.uk/Where+can+the+learner+find+their+ULN.htm>

**Learning Records Service**

Search  **Go**

- Home
- Achievement Management
- FAQs
- Learner Management
- Learner Plan
- My Account
- Personal Learning Record
- QCF Qualifications
- Top Tips
- User Management
- Verify Learner

**Where can the learner find their ULN?**

A learner may have been given their ULN by a previous provider or it could be found on the learner's exam results slip or it could be found on the learner's exam results slip. You can ask the learner they know their ULN or can find it for you. Or you can perform a search by ULN instead of a search by personal details.

**Screenshot 7 – Contextual help**

### 3.4 Set up additional users

Once you as the nominated Super User have accessed the Portal for the first time, it is good practice to create additional Super Users. The Learning Records Service recommends at least three Super Users per establishment.

- Log on to <https://www.uklrs.miap.gov.uk/secure/> .
- Enter your Username and Password and select 'Logon'.
- Select 'Accept' to accept the User terms and Conditions.
- You have now logged in and should see the welcome screen.
- Select 'User Management' Tab and the following screen is displayed (8) on the next page:



**Find User** [Help with this screen?](#)

Enter search criteria

Username

Given Name

Family Name

Role

- ☐ Awarding Body User
- ☐ LRB Batch User
- ☐ LRB Online User
- ☐ LRB View Learner Only
- ☐ LRB Super User

Staff ID or Reference

e-Mail Address

Status Active ▼

**Screenshot 8 – Create new user – Find user**

- Fill in the Given Name and Family Name and select the Learner Registration Body Super User role to tick the box.
- Select 'Find User' – This is to check that the user does not already exist before you create a new record.
- The results screen with a message 'no user match the selected criteria' is displayed **(9)**.

**Find User Results**

The users that matched your search criteria are:

[Back to Find User](#)

Select	Name	Telephone	Username	Organisation Name	Last Logged On
No users matched the search criteria					

[Back to Find User](#)

**Screenshot 9 – Find user results**

- Select 'Create User' and the following screen appears (10):

### Create User

Please enter the following details

Title

Given Name \*

Family Name \*

Telephone Number

Mobile Number

Role \*

☐ Awarding Body User  
☐ LRB Batch User  
☐ LRB Online User  
☐ LRB View Learner Only  
☐ LRB Super User

Staff ID or Reference

e-Mail Address

Preferred Language

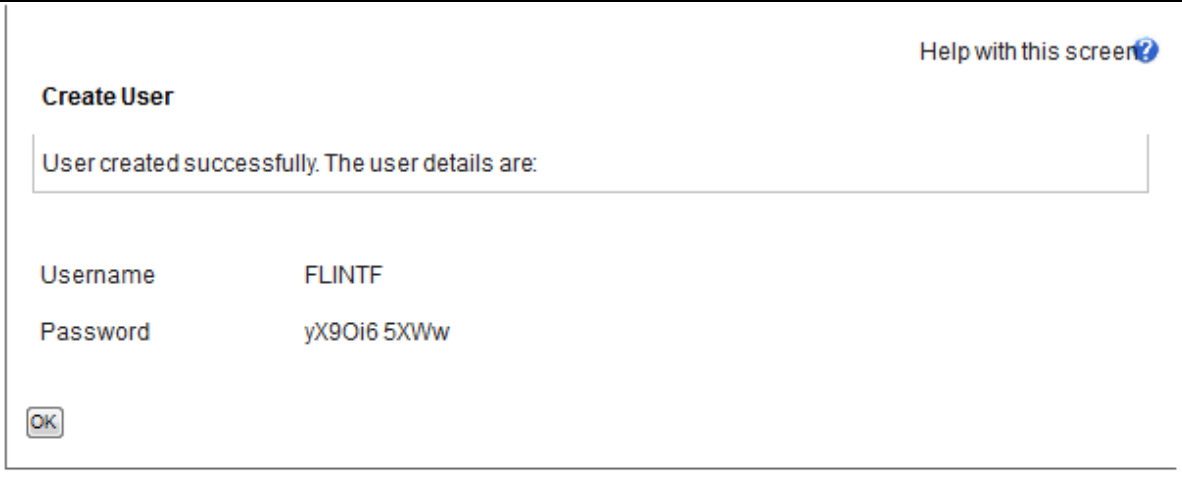
Verification Provided \*

Mandatory fields are marked with an asterisk (\*)

**Screenshot 10 – Create User**

- Type in the Given Name and Family Name.
- Select the tick box next to the 'User Role' you would like to assign the individual – see the Table 1.2.4 Types of User above for more information on which roles to assign.
- Complete the e-mail address field as this enables users to use the Forgotten Password option – see [Section 1.7.2](#).

- You will need to enter some information into the Verification Provided box – this could be staff ID or a school email address.
- If you have additional information such as a telephone number you could add it to the data, but only the fields marked \* are mandatory.
- Select 'Create User'. The Super User is now created. The next screen (11) shows the Super User's Username and Password. Copy these carefully and send them to the new Super User/User.



Help with this screen?

**Create User**

User created successfully. The user details are:

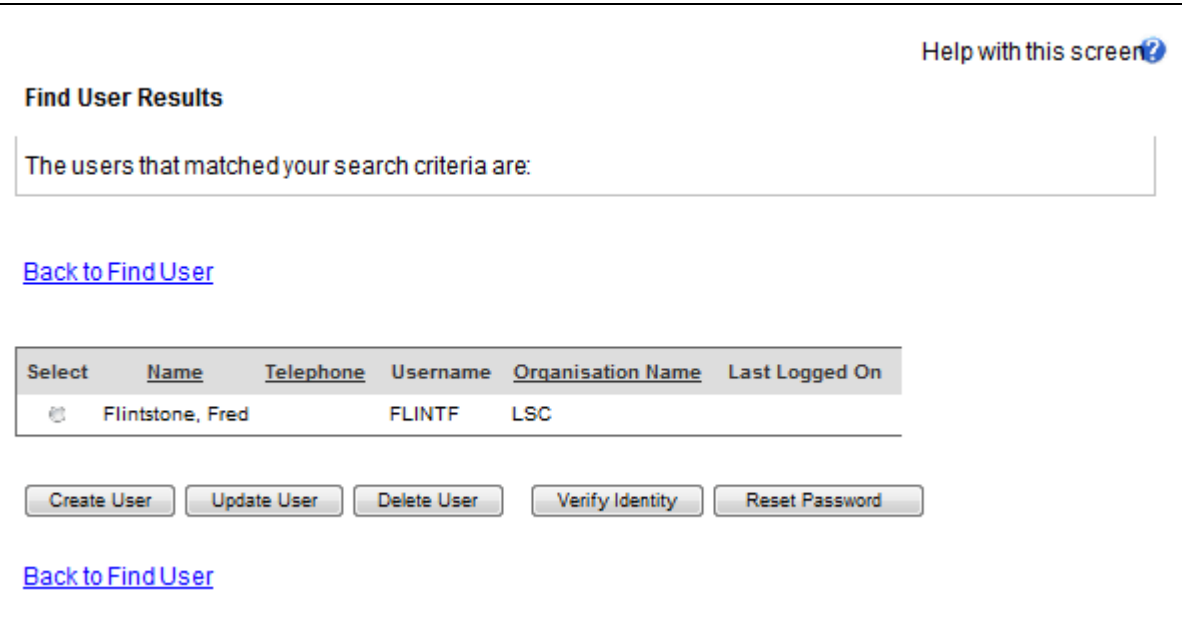
Username	FLINTF
Password	yX9Oi6 5XWw

OK

**Screenshot 11 – User created**

- Select 'OK'.

The next screen (12) shows a summary of the User you have created.



Help with this screen?

**Find User Results**

The users that matched your search criteria are:

[Back to Find User](#)

Select	Name	Telephone	Username	Organisation Name	Last Logged On
<input type="checkbox"/>	Flintstone, Fred		FLINTF	LSC	

Create User Update User Delete User Verify Identity Reset Password

[Back to Find User](#)

**Screenshot 12 – User created results**

From this screen you can manage your users, for example, updating, resetting passwords and deleting. You will need to select the user before making amendments.

When the additional users login for the first time they will be required to change their password. This allows the user to choose a more user friendly password.

### 3.5 Update an existing user account

From the [find user results screen](#) (12 above)

- Select the radio button next to the user whose account details you wish to change
- Select 'Update User'.

Find User > Find User Results > Update User

**Update User - Joseph Bloggs (BLOGGJ5)** [Help with this screen ?](#)

Please enter the following details

Username	BLOGGJ5
Organisation	Edexcel Limited
Last Access Date	
Password Expiry	08-02-2011
Status	Active
Title	Mr
Given Name *	Joseph
Family Name *	Bloggs
Telephone Number	
Mobile Number	
Staff ID or Reference	
e-Mail Address	
Preferred Language	English
User Agreement Accepted	N
Verification Provided *	passport seen
Role *	<input type="checkbox"/> LRB Batch User <input type="checkbox"/> LRB Online User <input type="checkbox"/> LRB View Learner Only <input checked="" type="checkbox"/> LRB Super User
Creation Date	09-11-2010
Last Updated Date	09-11-2010
Update Count	0

Mandatory fields are marked with an asterisk ( \* )

**ScreenShot 13 – Update user account**

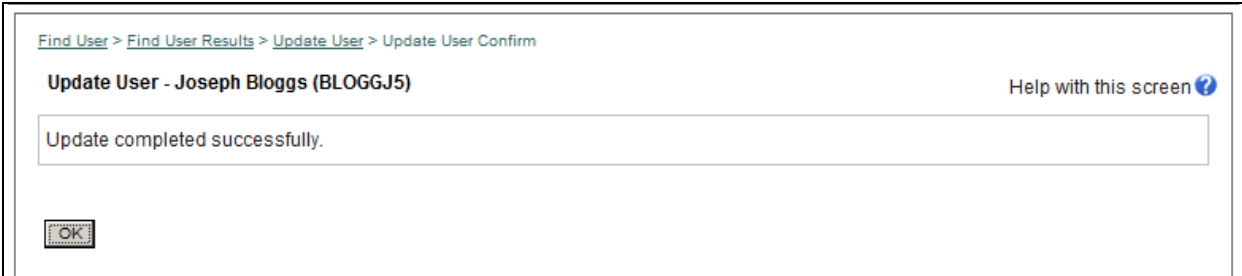
Update the details of the user account as required:

- Title, Given name and Family name – the LRS automatically produces a user account name out of the given name and family names.
- Telephone landline and mobile numbers – optional but useful contact details for the person.
- Email address – LRS recommends that you capture this as it is used email forgotten passwords
- Preferred Language – the language the LRS screens will be displayed in; currently only English available.
- Verification provided – confirmation of your internal authorisation procedure.
- Staff ID or Your reference – optional field which can hold an internal staff reference to help with identification.

The e-mail address will be validated to ensure it is in a correct form.

You may use this screen to update the roles allowed for your own Super-User account if you want to have access to Learner Verification and Achievement Management functions.

- Select '*Update*' to commit the changes made. You will this confirmation screen **(14)**
- Select '*OK*' to continue.



Find User > Find User Results > Update User > Update User Confirm

Update User - Joseph Bloggs (BLOGGJ5) Help with this screen ?

Update completed successfully.

OK

**Screenshot 14 – Update user account confirmation**

### 3.6 Delete a user account

From the Find User Results screen:

- Check the radio button next to the user whose account you wish to delete
- Select 'Delete User.'

You will now see this screen **(15)**:

[Find User](#) > [Find User Results](#) > Delete User Confirm

**Delete User - Joseph Bloggs (BLOGGJ5)** [Help with this screen](#)

You have chosen to delete. Are you sure you wish to continue?

Last Logged On

**Screenshot 15 – Delete user account**

- Select 'Delete' to go ahead with the deletion of the account or 'Cancel' to return without deleting the account.

You should ensure you delete a user's account as soon as it is no longer required.

### 3.7 Verify identity

You may receive requests to amend user account details or reset passwords from your users who may be geographically dispersed. The LRS offers you a facility to check the identity of the remote user.

On the Find User results screen (**12 above**):

- Check the radio button next to the user whose identity you wish to verify.
- Select 'Verify Identity'.

You will see this screen (**16**):

[Find User](#) > [Find User Results](#) > Verify Identity

**Verify Identity - Joseph Bloggs (BLOGGJ5)** [Help with this screen](#)

Ask the user for the answer to their secret question

Secret Question      Name of first pet?

Answer \*

**Screenshot 16 – Verify Identity**

The secret question that the user has selected when activating their account will be presented.

- Ask the user for the answer to the question and key it in.
- Select 'Verify'.

*Note: the answer is not case sensitive, so 'taylor' will match against 'Taylor' for example.*

You will then see this screen (**17**):

Find User > Find User Results > Verify Identity > Verify Identity Confirm

**Verify Identity - Joseph Bloggs (BLOGGJ5)** Help with this screen ?

The answer provided was correct

**Screenshot 17 – Verify Identity successful**

In this case the answer supplied was correct and you can continue. If the answer had been incorrect, the message in the response box would be in red.

- Select 'Ok'.

### 3.8 Reset password

As a Super User, you can also reset the passwords of your users. Note: Users can reset their own password as long as they have an email recorded against their account. From the Find User results screen (**12 above**), **in order to find the user, you will have to change the Status to 'suspended'**:

- Access the user account and change the status to 'active' to reinstate the account.
- The account is now active again and the password will work. You can tell the user how to receive an email prompt for their password from the LRS. This removes the need for you to know a user's password.
- Check the radio button of the user whose password you wish to reset.
- Select 'Reset Password'.

You will see this confirmation screen (**18**):

Find User > Find User Results > Reset Password Confirm

**Reset Password - Joseph Bloggs (BLOGGJ5)** Help with this screen ?

Are you sure you want to reset the user's password?

**Screenshot 18 – Reset password confirmation**

- 'Confirm' if you wish to proceed with resetting the password or 'Cancel' to exit.

You will now see this screen (**19**):



[Find User](#) > [Find User Results](#) > [Reset Password Confirm](#) > [Reset Password Success](#)

**Reset Password - Joseph Bloggs (BLOGGJ5)** [Help with this screen ?](#)

Password has been reset

Password                      nS3GdxZGtW

**Screenshot 19 – New password created**

The LRS displays the new one-time password for the selected user. You need to send this to the user. They will then be asked to change the password when they next log on.

### 3.9 Key points from this section

- This section is for Super Users.
- Login to the LRS Organisation Portal, read through and accept the User Agreement.
- Set up account and an additional two Super Users.
- Carry out regular administration of user accounts so details are up to date.

## 4. Unique Learner Number (ULN) management

This Section of the Guide tells you how to obtain and manage Unique Learner Numbers (ULNs). Because many User Roles, not just that of the Super User, involve working with ULNs, this section is designed for all relevant users.

The Organisation Portal is a very powerful tool. It is can be used to create a ULN for an individual or small group of learners, amend learner details and to rectify exceptions when batch processing.

Before you can begin to register or update Unique Learner Numbers (ULNs), you will need to login to the LRS Organisation Portal. **See Section 2 Subsections 2.1 – 2.3 for instructions on how to do this.**

### 4.1 Work with individual ULNs

#### 4.1.1 Find individual ULNs by personal details

At the top of the Welcome Page, as is the case throughout the Organisation Portal, you will see row of tabs. From these tabs:

- Select 'Learner Management'
- Select 'Find a learner'.

You can see the 'Find a Learner' screen **(20)** which contains two forms. You need to work with the right hand form 'Find by Personal Details'

- Enter 'Given name' and 'Family name' of the learner whose ULN you are looking for – this would be the names used on their ID.
- Enter the 'Date of birth' from the drop down menu.
- Select the 'Gender' from the drop-down menu.
- Enter the last known 'Postcode'. As a last resort use the ZZ99 9ZZ – if there is no possibility of obtaining a postcode from the learner.

You are here: Find a Learner

### Find a learner

You can search for a learner by ULN or by entering personal details

#### Find a learner by ULN

Mandatory fields are marked with an asterisk (\*)

Learner ULN \*

Given Name \*

Family Name \*

[Where can the learner find their ULN?](#)

[Why do I need to provide so much information?](#)

**Search**

#### Find by personal details

Mandatory fields are marked with an asterisk (\*)

Given name \*

Family name \*

Previous Family Name

Date of birth \*

Gender \*

Postcode \*

[Which fields should I search on?](#)

**Search**

OR search by

**Screenshot 20 – Find a learner**

This completes the mandatory fields, but if you know of a Previous Family Name, it would be useful to enter it as well to improve your search results.

- Select 'Search.'

The results screen is displayed **(21)**:

You are here: [Find a Learner](#) > Find learner by personal details results

### Find learner by personal details results

You searched for

Mandatory fields are marked with an asterisk (\*)

Given name *	Family name *	Previous Family Name	Date of birth *	Gender *	Postcode *
Kenny	McVicar		11 June 1911	Male	G11GG

[Find another learner](#) **Search again**

**Your search results**  
The search has returned no results.

[Can't find the learner you're looking for?](#) **Register this learner**

**Screenshot 21 – Find Learner Results**

- In this case, Screen **(21)** shows that the LRS has found no learners matching the description you entered.

- Check the details you entered as you can amend the details and 'Search again'. Take a look at [Section 3.1.2](#) for more tips on searching for learners.
- If you are unable to find a ULN, select 'Register this learner' to register the learner. See [Section 3.1.3](#) for more information.

## 4.2 Tips for searching

It is important to [search thoroughly for a ULN](#) for your learner before creating one. The LRS is large and continues to grow with the addition of over 1 million new learners a year, so your learner is very likely be one of these. Below is a one page summary of things to think about when searching for learners. More information can be found on the LRS website.

### Names

1. Swap previous name - try searching using the person's previous family name.
2. Swap Given Name and Family Name - try swapping Given Name and Family Names around or use their middle name as their Given Name.
3. Prefix/Suffix - try searching for the person with and without a prefix/suffix on their Family Name or use alternative forms of prefix/suffix, for example, McDonald/MacDonald).
4. Preferred name - Try searching using their preferred or nickname as the Given Name.
5. Spelling - Check appropriate spelling of the person's name and consider using phonetic spelling, for example, Czaja as Chiah.
6. Recording – when you are updating a Family Name copy the previous Family Name into the relevant field.
7. Try including and excluding a hyphen if a double barrelled name.

### Date of birth

8. Try swapping Month and Day around (if less than or equal to 12) or try using the first of the month. (01-MM-YYYY).
9. When the learner's Date of Birth is not known, as a last resort a DOB is used that they will remember, for example, 1/1/ <choose a year closest to their age>.

### Contact information

10. Try searching using a previous postcode for the person (or their parent's postcode).
11. Try searching using the default postcode ZZ99 9ZZ.

12. If you collect the previous postcode for learners you could try uploading a batch file with the previous postcode. Once you have obtained the ULN please update the ULN with the correct postcode.
13. If in doubt, use Address matching tools (such as <http://postcode.royalmail.com>) to produce a full address.

#### 4.2.1 Find unsuccessful - register this learner

You have searched using the tips for searching but there is no record of a ULN for your learner. So you need to register this learner for a ULN.

- Select 'Register this learner' (21).

You will now see this screen (22):

You are here: [Find a Learner](#) > [Find learner by personal details results](#) > [Register new learner warning](#) > Register learner details

### Register learner - details

Please enter learner's details

[What information should I provide?](#)

Mandatory fields are marked with an asterisk (\*)

Title	<input type="text"/>	Email	<input type="text"/>
Given name	Kenny	School at age 16	<input type="text"/>
Preferred given name	<input type="text"/>	Scottish candidate number	<input type="text"/>
Middle other name	<input type="text"/>	Address line 1	<input type="text"/>
Family name	Moore	Address line 2	<input type="text"/>
Previous family name	<input type="text"/>	Town	<input type="text"/>
Family name at age 16	<input type="text"/>	County	<input type="text"/>
Gender	Male	Postcode	G11GG
Date of birth	11 Jun 1911	Date of address capture	<input type="text"/> <input type="text"/> <input type="text"/>
Place of birth	<input type="text"/>		
Nationality	<input type="text" value="United Kingdom (GBR)"/>		

Other learner verification is required for full learner privileges

Verification type *	<input type="text" value="Please select"/>	Ability to share *	<input type="text" value="Please select"/>
Other Verification Type	<input type="text"/>		

[Why are verification type and ability to share important?](#)

**Screenshot 22 – Register this learner**

You can see that this screen **(22)** has already been populated with the information input to the 'Find by personal details form **(20)**.

- Enter as many further details as you can onto this screen to help identify this learner in future searches.
- Complete all mandatory fields – Verification Type and Ability to Share - see Table 2 below for values. Refer to Section 1.12 for more information on Verification Type and the Privacy Notice (Ability to Share). Hopefully you will be able to enter 'FPN seen and able to share' so that PLR data can be shared.

Field	Format/drop down choice
Verification Type	None provided Relationship with school – should be used by schools Bank/Credit/Debit Card* Certificate of Entitlement to Funding* Driving Licence* ID Card or other form of National ID* National Insurance Card* Other – if selected the Other Verification Description field needs to be completed Passport* * = Tier 1 Verification
Ability to Share	FPN not seen FPN Seen and able to share FPN Seen and unable to share

**Table 2 – Register learner – details dropdown options**

- Tier 1 ID verification type. Learners are required to be ID verified to Tier 1 before they can access their Personal Learning Record online through the Learner Portal. This is to ensure the security and protection of personal data. Learning Records Service must be confident that the identity of an individual is checked before access can be given to their Personal Learning Record.
- Select '*Register learner.*'

You will now see this confirmation screen **(23)**, showing the ULN you have created.

#### Register learner Kenny Moore

Learner registered successfully. The learner's ULN is:

**3838334956** [Copy ULN to clipboard](#)

[View learner profile](#)

[Register another learner](#)

#### Screenshot 23 – Learner registered successfully

**You now have a ULN for the learner – use the copy and paste hyperlink to copy the ULN into your MI Database, and tell the learner.** Remember to use the ULN in future if you need to access this learner's ULN record or Personal Learning Record in the Organisation Portal.

- Select 'View learner profile' to view the learner's ULN record or select 'Register another learner' to create another ULN for another learner.

#### 4.3 Edit individual ULNs - view learner profile

- On the 'Welcome Page' (**screenshot 5 above**) or on the 'Find a Learner Page' (**screenshot 20 above**) go to the left-hand form 'Find a learner by ULN.'
- Enter the learner's ULN, Given Name and Family Name and select 'Search'.
- On the Results screen (**24**), select 'View profile'.

#### Find learner by personal details results

You searched for

Mandatory fields are marked with an asterisk (\*)

Given name *	Family name *	Previous family name	Date of birth *	Gender *	Postcode *
<input type="text" value="Kenny"/>	<input type="text" value="Moore"/>	<input type="text"/>	<input type="text" value="11"/> <input type="text" value="June"/> <input type="text" value="1914"/>	<input type="text" value="Male"/>	<input type="text" value="G99GG"/>

[Find another learner](#) [Search again](#)

Your search results

[Collapse all](#) [Expand all](#)

[How do I report a ULN problem?](#)

Given name	Family name	ULN	Date of birth	Gender	Postcode	Master
+ Kenny	Moore	3838334956	11 Jun 1914	Male	G1 1GG	No <a href="#">View profile</a>

[Can't find the learner you're looking for?](#)

[Register this learner](#)

#### Screenshot 24 – Find results screen displayed



You will now see the 'View Learner Profile' screen **(25)**

Viewing learner: [Kenny Moore](#)      ULN: 3838334956      Date of birth: 11 Jun 1914  
[View learner profile](#)

**View learner profile**

[Why report a ULN problem?](#)      [Report a ULN problem](#)

Summary		Other details	
Title		Previous family name	
Given name	Kenny	Family name at age 16	
Middle other name		Preferred given name	
Family name	Moore	Place of birth	
Email		Nationality	
Gender	Male	School at age 16	
Date of birth	11 Jun 1914	Scottish candidate number	
Address		Verification type	Relationship with school
	G11GG	Ability to share	FPN seen and able to share data
Date of address capture		Created date	10 Apr 2012 20:04
		Last updated date	10 Apr 2012 20:04
		Linked ULNs	None

[What do verification type and ability to share mean?](#)

[Edit details](#)

**creenshot 25 – View learner profile**

This screen holds all the personal and contact details of the learner plus dates and times of when the record was created and last amended, as well as any linked ULNs (these are other ULN records that have been merged to make this ULN the Master ULN).

Here you can check the learner's details, and add further details or update information.

#### **4.3.1 Add or update details**

- Select '*Edit details*' at the bottom of the screen.
- You will now see this screen **(26)**.

Viewing learner: Kenny Moore
ULN: 3838334956
Date of birth: 11 Jun 1914

[View learner profile](#)

View learner profile - edit

### Summary

[What can I update?](#)

Title

Given name \*

Middle other name

Family name \*

Email

Date of birth \*

Postcode \*

Address line 1

Address line 2

Town

County

Mandatory fields are marked with an asterisk (\*)

### Other details

Previous family name

Family name at age 16

Preferred given name

Gender \*

Place of birth

Nationality

School at age 16

Scottish candidate number

Verification type \*

Other verification type

Ability to share \*

Created date 10 Apr 2012 20:04

Last updated date 10 Apr 2012 20:04

Linked ULNs None

[What do verification type and ability to share mean?](#)

Mandatory fields are marked with an asterisk (\*)

Cancel
Save Changes

**Screenshot 26 – View learner profile - edit**

- Refer to Appendix B – Create/Update learner fields for more information on field requirements.
- Once all the fields have been updated, select 'Save changes' to update the learner's ULN.

### 4.3.2 Register individual ULNs

If you are confident that the learner does not already have a ULN, a new learner can be registered through the Organisation Portal using the Register Learner (fast track option).

- Select '*Learner Management*' and then '*Register Learner*'

You are here: Register a learner

Register a learner

Enter personal details

Mandatory fields are marked with an asterisk (\*)

Given name \*

Family name \*

Previous family name

Date of birth \*

Gender \*

Postcode \*

[Why should I include a previous family name?](#)

**Register**

Please note that the system will perform a search to ensure the learner you are registering does not already exist.

**Screenshot 27 – Register learner (fast track)**

- Fill in the Given Name, Family Name, Previous Family Name (optional) **(27)** but may enhance your search results. Enter the date of birth – (using the drop down menus).
- Select the Gender from the drop-down menu and enter the last known postcode – if there is none available then as a last resort use the default postcode ZZ99 9ZZ.
- Select the '*Register*' button.
- The LRS will perform a search for any learners that match the details entered. If any matches are found, the system will display them.

You are here: [Register a learner](#) > Find learner by personal details results

### Find learner by personal details results

You searched for

Mandatory fields are marked with an asterisk (\*)

Given name *	Family name *	Previous family name	Date of birth *	Gender *	Postcode *
Brenda	Lang		01 June 1950	Male	PA49LH

[Find another learner](#) [Search again](#)

Your search results

[Collapse all](#) [Expand all](#) [How do I report a ULN problem?](#)

Given name	Family name	ULN	Date of birth	Gender	Postcode	Master
+ Brenda	Lang	9797928828	30 Sep 1970	Male	PA4 9LH	No <a href="#">View profile</a>

[Can't find the learner you're looking for?](#) [Register this learner](#)

**Screenshot 28 – Register learner (fast track) – Possible match**

- If a match is found but you still wish to register this learner, click the '*Register this learner*' button on the results screen. See screenshot **(28)** for next steps.
- Alternatively, if no matches are found the system will display the Register Learner - details screen. Also see screenshot **(29)** for next steps.

You are here: [Find a Learner](#) > [Find learner by personal details results](#) > [Register new learner warning](#) > Register learner details

## Register learner - details

Please enter learner's details

[What information should I provide?](#)

Mandatory fields are marked with an asterisk (\*)

Title	<input type="text"/>	Email	<input type="text"/>
Given name	Kenny	School at age 16	<input type="text"/>
Preferred given name	<input type="text"/>	Scottish candidate number	<input type="text"/>
Middle other name	<input type="text"/>	Address line 1	<input type="text"/>
Family name	Moore	Address line 2	<input type="text"/>
Previous family name	<input type="text"/>	Town	<input type="text"/>
Family name at age 16	<input type="text"/>	County	<input type="text"/>
Gender	Male	Postcode	G11GG
Date of birth	11 Jun 1911	Date of address capture	<input type="text"/> <input type="text"/> <input type="text"/>
Place of birth	<input type="text"/>		
Nationality	<input type="text" value="United Kingdom (GBR)"/>		

Other learner verification is required for full learner privileges

Verification type *	<input type="text" value="Please select"/>	Ability to share *	<input type="text" value="Please select"/>
Other Verification Type	<input type="text"/>		

[Why are verification type and ability to share important?](#)

Cancel

Register learner

### Screenshot 29 – Register learner – details (fast track)

Refer to Appendix B – Create/Update learner fields for more information on field requirements.

- **Note** that the mandatory information has been transferred from the search screen – add in as much more information as you can. Refer to [Section 3.2.3](#) regarding personal details that should be updated.
- Select Verification Type from the drop-down. Pre-16 schools should use the Relationship with School entry.
- Select Ability to Share – hopefully this will be FPN seen and able to share data – See [Section 1.12](#) for more information regarding the Privacy Notice.

- Add in any other information you may have to help identify this learner in future searches and then click '*Register learner*'

Register learner Kenny Moore

Learner registered successfully. The learner's ULN is:

**3838334956** [Copy ULN to clipboard](#)

[View learner profile](#) [Register another learner](#)

**Screenshot 30 – Learner registered successfully (fast track)**

**You now have a ULN for the learner – use the copy and paste hyperlink to copy the ULN into your MI Database, and tell the learner.** Remember to use the ULN in future if you need to access this learner's ULN record or Personal Learning Record in the Organisation Portal.

- Select '*View learner profile*' to view the learner's ULN record or select '*Register another learner*' to create another ULN for another learner.

### 4.3.3 Tips for updating a learner's details

Below is a one page summary when updating learners - More information can be found on the LRS website:

1. If you have ULNs for learners, the demographics can be updated using Batch Processing. One mandatory field can be updated per file.
2. Prohibited text is not allowed, for example, prisoner. Should the learner's name include prohibited text, please contact the LRS Customer Helpdesk. If prohibited a postcode, for example, a prison postcode, please use the learner's last address or the default postcode ZZ99 9ZZ. View a [list of published prohibited text](#).
3. Ensure that the learner's details are updated regularly by submitting batches of current learners prior to exam entry.

#### **Contact information**

4. Always complete the address lines with correct and valid postcode.
5. If in doubt, use Address matching tools (such as <http://postcode.royalmail.com>) to produce a full address.
6. Include the email address of the learner - but don't use the word 'none'.
7. If you collect the previous postcode for learners you could try uploading a batch file with the previous postcode. Once you have obtained the ULN, please update the Organisation Portal with the correct postcode.

#### **Names**

8. Always use the learner's legal name and not nicknames as these can be recorded in 'Preferred Given Name'.
9. Include the learner's 'Previous Family Name' if known because this can improve search results.
10. Add middle names to 'Middle Other Name' using a space between each.
11. When updating a Family Name, copy the previous Family Name into 'Previous Family Name'.

#### **Date of birth**

12. When the learner's Date of Birth is not known, as a last resort use a DoB that they will remember, for example, 1/1/ <choose a year closest to their age>.

#### **School age**

13. If updating the School at Age 16, enter the proper school name but do not include the word 'School' or 'College'.

#### **Place of birth**

14. If you have this information, please include it in 'Place of Birth'. This should be the city/town as recorded on their birth certificate.



#### 4.4 Find ULNs and register learners using the batch process

The Organisation Portal is useful for obtaining individual ULNs, but there are other ways:

- For maintained schools, **Schools to Schools (S2S)** offered by the Department for Education (DfE) is the preferred way to retrieve ULNs.
- For colleges and independent schools who cannot access S2S and may have several thousand learners to enter, a faster and more effective method is to use **the batch process**.
- The most effective way of using the LRS is through **web services** which can be developed to [link your Management Information System \(MIS\) to the LRS](#). Further details can be found at

**This section is about how to use the batch process.**

##### 4.4.1 Create a batch file

A batch file can create or update ULNs. If updating ULNs, please note updates will only occur as follows:

1. The five mandatory fields (Given Name, Family Name, Date of Birth, Gender or Last Known postcode), will only be updated if the Verification Type value is set to a value higher than 0 = none provided.
2. If updating Given Name or Family Name, the above applies as well as the name needing to match the database value on a fuzzy or synonym.
3. If updating the Address fields the five mandatory fields must match as explained in point 1. An update will be performed if at least 1 of the 4 address fields supplied in the batch file is completed.
4. The batch file field contains a value and the same field in the ULN record is blank.
5. The Verification fields will be updated as a group with the values in the batch file whether the same as the LRS or not.
6. Ability to Share Ability to Share field has previously been set by the learner then this cannot be reset by any values in the batch file. Similarly, it cannot be updated to "0 = FPN Not Seen" if the field was previously set to one of the "FPN Seen" values.

To create a batch file you need to have the [LRS Batch File Toolkit](#).

The toolkit is a set of technical documents which describe exactly how to set up the data within the file and needs to be followed **precisely** to create the file.

If updating the learner's details, the minimum data content for each learner for the batch file is: ULN, Given Name and Family Name. If creating a new ULN, the minimum data content for each learner is: Given Name, Family Name, Postcode, Date of Birth, Gender, Ability to Share, Verification Type (ID) and if applicable, Verification Other Description.

The batch file can either be a Comma Separated Value (CSV) or XML file.

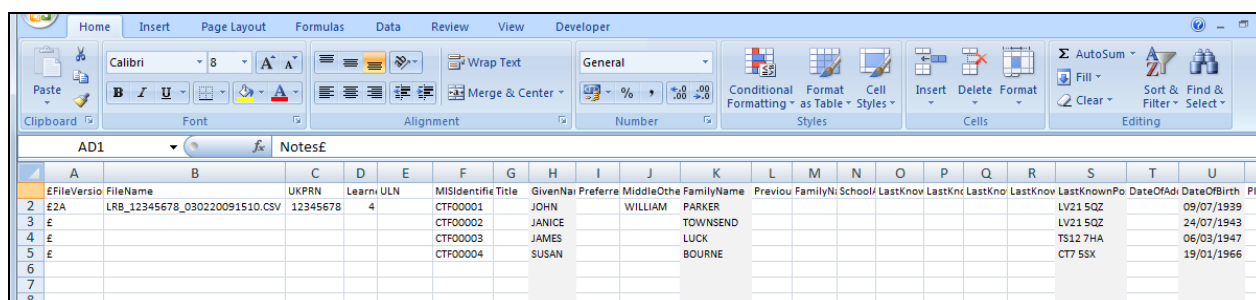
#### 4.4.2 Prepare a CSV file using MS Excel

***Read this section only if you are preparing a CSV file using MS Excel***

These notes use are for reference only and are intended as a quick guide. View the full Batch Interface Specification Guide. This is for reference only and is intended as quick guide. For full details of the batch processing specification please refer to the [full Interface Specification](#).

##### Step 1

- Download the template file: [LRB\\_template.xls](#) and open it in MS Excel. The template will be blank. However as you go through the steps below, you will eventually see a similar layout to this (learner data will be different) **(31)**.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
	FileVersion	FileName	UKPRN	Learn ULN	MISIdentify	Title	GivenNa	Preferre	MiddleOthe	FamilyName	Previou	FamilyNi	School	LastKnow	LastKnc	LastKno	LastKnow	LastKnownPo	DateOfAdi	DateOfBirth	Pla
2	E2A	LRB_12345678_030220091510.CSV	12345678	4	CTF00001		JOHN		WILLIAM	PARKER								LV21 5QZ		09/07/1939	
3					CTF00002		JANICE			TOWNSEND								LV21 5QZ		24/07/1943	
4					CTF00003		JAMES			LUCK								TS12 7HA		06/03/1947	
5					CTF00004		SUSAN			BOURNE								CT7 5SX		19/01/1966	

**Screenshot 31 – Batch Excel template**

Later we will scroll across to see the rest of the columns. First, let's look at this set. This is what they contain:

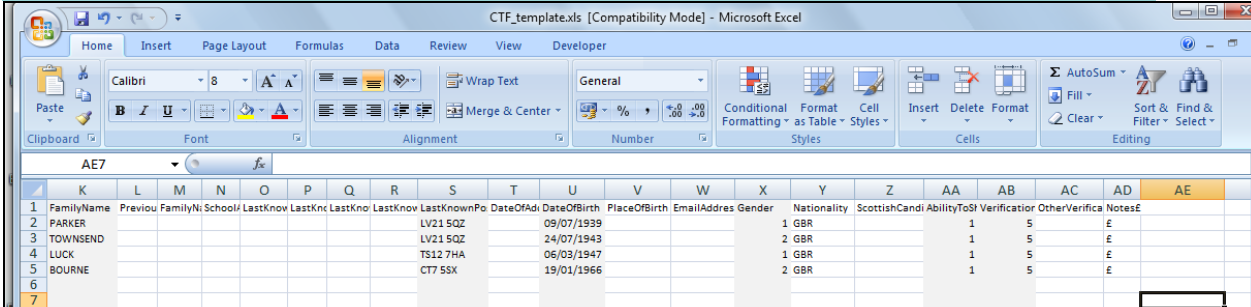
Column	Name	Example Data	Description	Validation Rules
--------	------	--------------	-------------	------------------

Column	Name	Example Data	Description	Validation Rules
A	FileVersion	2A	Version of the file being submitted. Relates to the Organisation Portal software version, although the value is only changed when the file format changes.	<b>Mandatory.</b> <b>Must show '2A'.</b> <b>Must appear in first data row only.</b>
B	FileName	UCL_File23	Your file reference for internal purposes	<b>Mandatory.</b> <b>Maximum 512 characters.</b> <b>Must appear in first data row only.</b>
C	UKPRN	8	Your UK Provider Reference Number (UKPRN) as a Learning provider.	<b>Mandatory.</b> <b>Must be 8 characters.</b> <b>Must match the UKPRN held within the LRS.</b>
D	LearnerRecordCount	10	The number of learner records in the file.	<b>Mandatory.</b> <b>Must be the number of data rows present in the file – number of lines in the file minus 1.</b> <b>Must appear in first data row only</b>
E	ULN	1234567899	Unique Learner Number	Optional. 10 digit number
F	MISIdentifier	ABC123	An internal ID used by the LRB. Note that this is not stored within the Organisation Portal Secure Portal but is returned in the output file.	Optional. Maximum length 128 characters
G	Title	Ms	Title	Optional. 35 characters maximum
H	GivenName	Anne	GivenName	<b>Mandatory.</b> <b>35 characters maximum</b>
I	PreferredGivenName	Annie	PreferredGivenName	Optional. 35 characters maximum. If not provided, will be populated by value provided in GivenName.

Column	Name	Example Data	Description	Validation Rules
J	MiddleOther Name	Jane	MiddleOtherName	Optional 35 characters maximum.
K	<b>FamilyName</b>	Jones	FamilyName	Mandatory. 35 characters maximum.
L	PreviousFamilyName	Smith	PreviousFamilyName	Optional 35 characters maximum
M	FamilyNameAt16	Evans	FamilyNameAt16	Optional 35 characters maximum
N	SchoolAtAge 16	Myton	Free text. name of school the learner was attending when he / she turned 16.	Optional. 254 characters maximum
O	LastKnownAddressLine1	51 The Avenue	First line of address	Optional. 50 characters maximum
P	LastKnownAddressLine2	First Floor Flat	Second line of address	Optional. 50 characters maximum
Q	LastKnownAddressTown	Bedford	Town	Optional. 50 characters maximum
R	LastKnownAddressCountyorCity	Bedfords hire	County of City	Optional. 50 characters maximum
S	<b>LastKnown PostCode</b>	<b>N17 6EE</b>	<b>Last Known PostCode</b>	Optional if ULN present. <b>Otherwise Mandatory.</b> <b>Please refer to Appendix D for Valid Postcode Rules</b>
T	DateOfAddressCapture	2008-12-20	Date Of Address Capture	Optional. YYYY- MM-DD format. If not provided, will default to the system date

## Step 2

- Now scroll across to the right of the page, and you will see the rest of the file:



**Screenshot 32 – Batch Excel template – rest of file**

Starting at column 'U':

Column	Name	Example Data	Description	Validation Rules
U	DateOfBirth	2008-12-20	Date Of Birth	Optional if ULN present <b>Otherwise Mandatory.</b> YYYY-MM-DD format Age must be between 11 and 110 years.
V	PlaceOfBirth	Guildford	Place of birth	Optional. 35 characters maximum
W	EmailAddresses	fred@org.com	Email Address	Optional. Must be valid email format.
X	Gender	1	Gender	Optional if ULN present. <b>Otherwise Mandatory.</b> <b>Options:</b> 0 = Not Known. (Gender not recorded) 1 = Male 2 = Female 9 = Not Specified. (Unable to be classified)
Y	Nationality	GBR or GB or 826	Nationality	Optional. Two or three characters or 3 digits CDD compliant code Maximum 3 characters. <b>See Appendix B.</b>
Z	ScottishCandidateNumber	123456789	Scottish Candidate Number	Optional. Maximum 9 characters
AA	AbilityToShare	0	Ability to share information provided to the Learning Records Service	Optional. (Mandatory if creating a new ULN). Must be 0, 1 or 2, where 0 = 'FPN not seen' 1 = 'FPN Seen and able to share data' 2 = 'FPN Seen and unable to share data' <i>If this value is set to anything other than 0, it cannot be reset to 0. If it</i>

Column	Name	Example Data	Description	Validation Rules
				<i>has been set by the learner themselves it cannot be changed by LRBs.</i>
AB	Verification Type	1	Verification Type	Optional. (Mandatory if creating a new ULN). Must be one of: 0=None provided 1=Relationship with school 2=Passport 3=Driving licence 4=ID Card or other form of national identification 5=National Insurance Card 6=Certificate of Entitlement to Funding 7=Bank/Credit/Debit Card 999=Other
AC	Other Verification Description	Visa	Free text description of other verifications documentation	Should be empty unless Verification Type = 999 (Other). 55 characters maximum
AD	Notes		Any extra information about the learner. NB: this field for LRS use only.	Optional. 4000 characters maximum.

Table 3 – CSV batch file columns

### Step 3

- ***Cut and paste your MI data into this template, making particularly sure that data is correctly entered into the mandatory fields - columns H, K, S, U, X, AA, and AB.***

### Step 4

- Now copy the £ signs in columns A and AD all the way down to include the last learner.

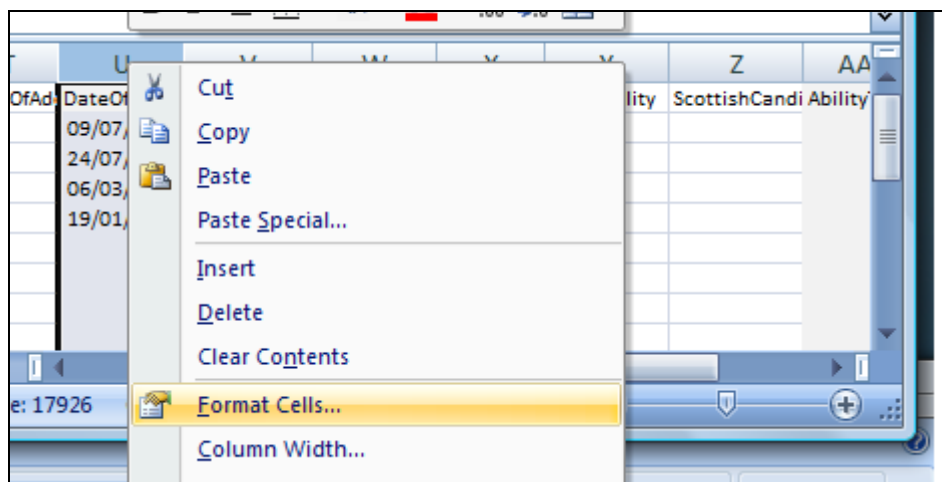
### Step 5

- Check the number in cell D2 (number of learners), matches the number of learners entered.

### Step 6

- Move across to Column U. Right-click column U, then left-click Format Cells – see screenshot **(33)** below:

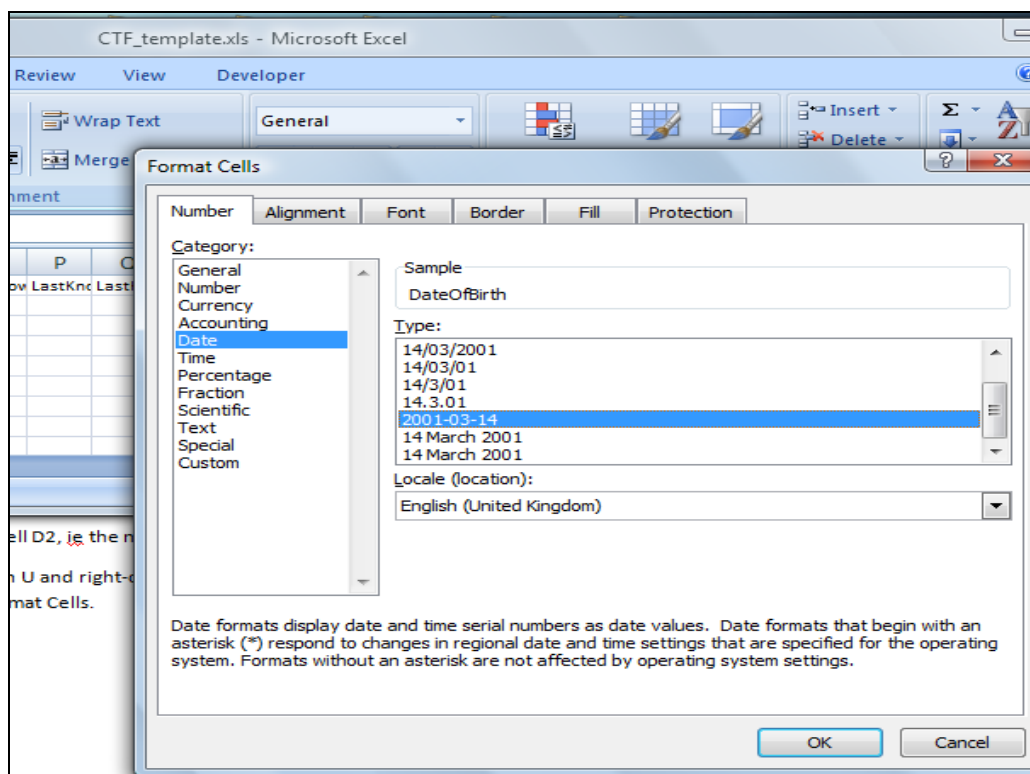




**Screenshot 33 – Batch Excel formatting cells**

- On the next screen, select the 'Number' tab.

The screen will now look like this **(34)**.



**Screenshot 34 – Batch Excel date format**

- In the 'Category' column, highlight the word 'Date' ,
- From the scroll down menu that now shows, select the date in the required format - 'yyyy-mm-dd' as shown.
- Select 'OK' at the bottom of the window.



You will notice that this has now changed the format of all the dates of birth in Column U, like this **(35)**:

	U1													DateOfBirth					
	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	GivenName	Preferred	MiddleInitial	FamilyName	PreviousFamilyName	FamilyName	SchoolAttended	LastKnownAddress	LastKnownAddress	LastKnownAddress	LastKnownAddress	DateOfBirth	DateOfBirth	PlaceOfBirth	EmailAddress	Gender	Nationality		
2	JOHN		WILLIAM	PARKER								LV21 5QZ		1939-07-09				1 GBR	
3	JANICE			TOWNSEND								LV21 5QZ		1943-07-24				2 GBR	
4	JAMES			LUCK								TS12 7HA		1947-03-06				1 GBR	
5	SUSAN			BOURNE								CT7 5SX		1966-01-19				2 GBR	
6																			
LRB_44123456_180220091525																			

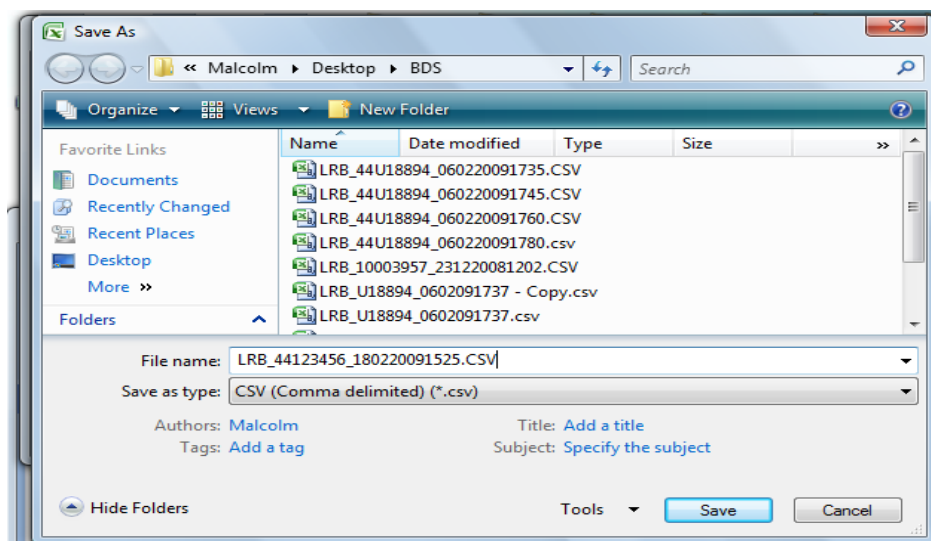
**Screenshot 35 – Batch Excel DoB date format applied**

### Step 7

Recheck that all the data is correct, especially in the mandatory fields. Look out, for example, for letters instead of numbers and vice versa in the post codes: upper case I (I), lower case L (l) and the number one (1), can appear very similar!

### Step 8

- Save your file as a CSV file, make sure you can see the file extension on saved files **(36)**.



**Screenshot 36 – Saving Batch as CSV**

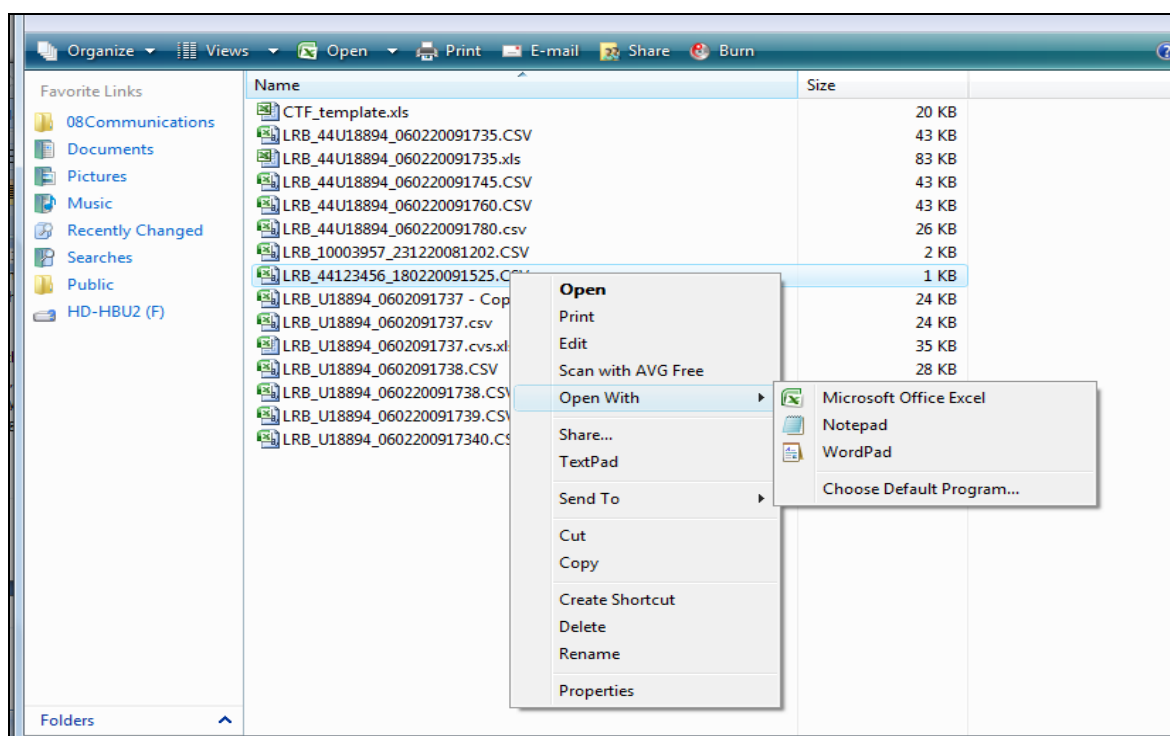
Save the file with the filename that matches the filename in cell B2, i.e. LRB\_your 8 digit UKRLP number\_ddmmyyyyhhmm.CSV. for example, LRB\_44123456\_180220091525.CSV

It is important that you change the file type to CSV, and that you enter the CSV in upper case.

## Step 9

You now need to make some changes to the CSV file using another Microsoft program - MS Notepad (usually found in Start > All Programs > Accessories). The easiest way of doing this is to find your file and right-click it.

- Select 'MS Notepad' or if it is not on the list, select it from the Default Programs list.

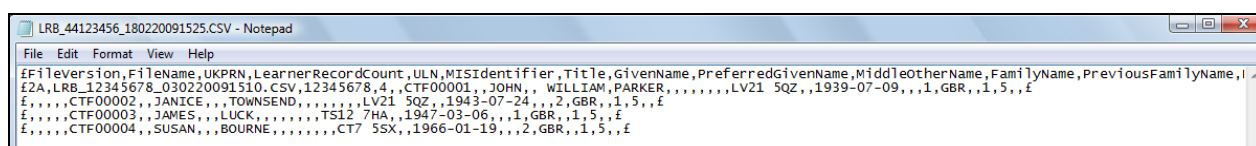


**Screenshot 37 – Opening file in MS Notepad**

Alternatively, you can find MS Notepad in 'All Programs', it is under 'Accessories'

- Open Notepad and drag the file into it

Your file should now look similar to this:

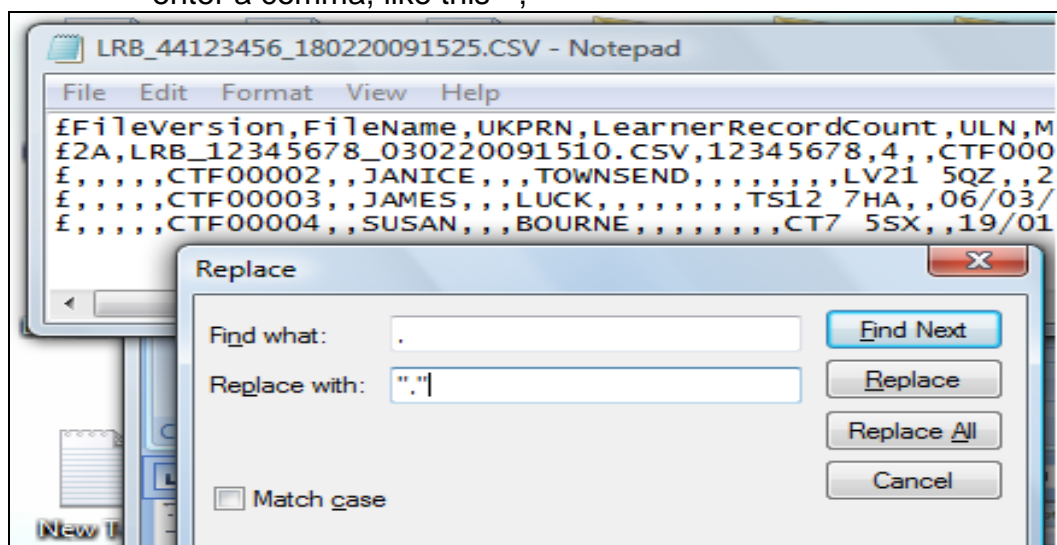


**Screenshot 38 – Batch file view in MS Notepad**

- Select 'Format' and uncheck 'Word Wrap' in Notepad if it is checked – this should be turned off.

Now use the 'Search and Replace' function in Notepad to add speech marks around commas.

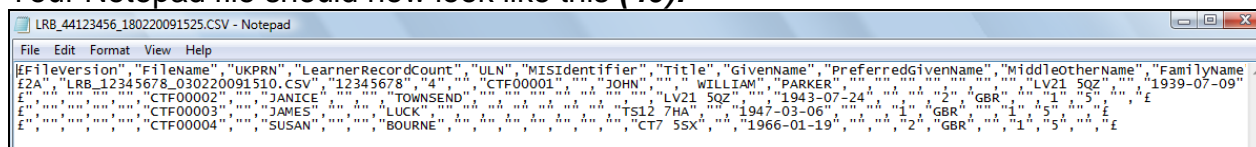
- Select 'Edit' and a drop down menu will appear. Move down to 'Replace'
- Select the left mouse button - or press *Ctrl + H*. In the 'Find what' field enter a comma, like this - ,



Screenshot 39 – Notepad using find and replace

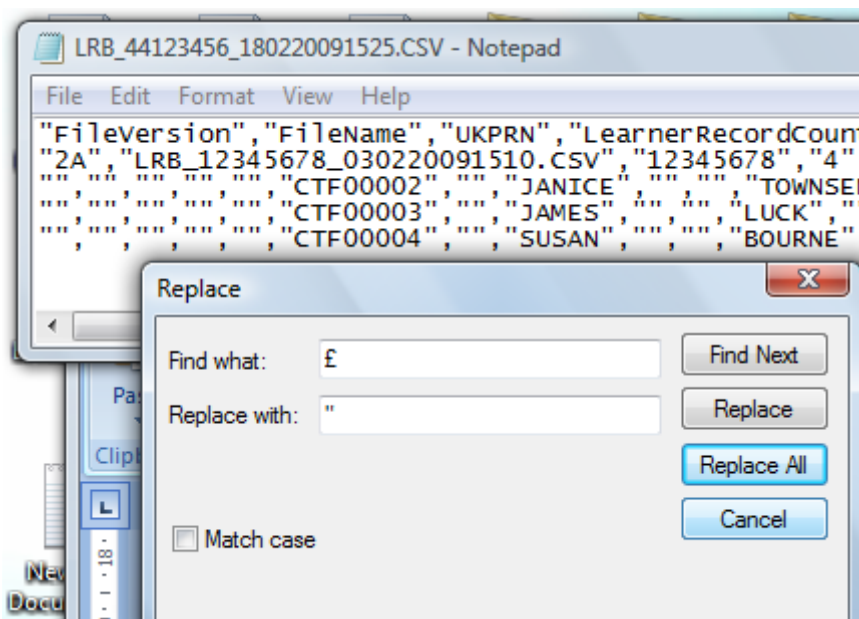
- In the Replace with field enter speech marks, comma, speech marks - “,”
- Select 'Replace All'

Your Notepad file should now look like this (40):



Screenshot 40 – Notepad file view

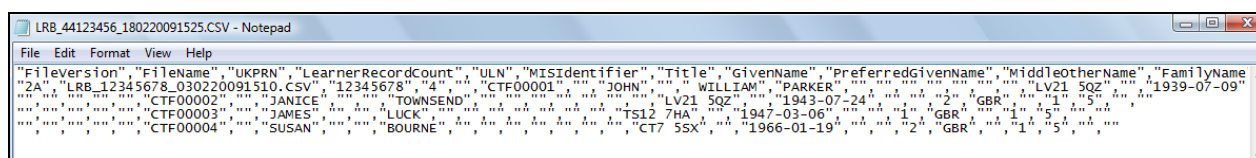
- Now, in the same way replace the £ with speech marks (41).



**Screenshot 41 – Notepad – Finding and replacing ‘£’ with “**

- When you have finished, Select ‘Cancel.’ To close this window.

Your notepad file should look like this:

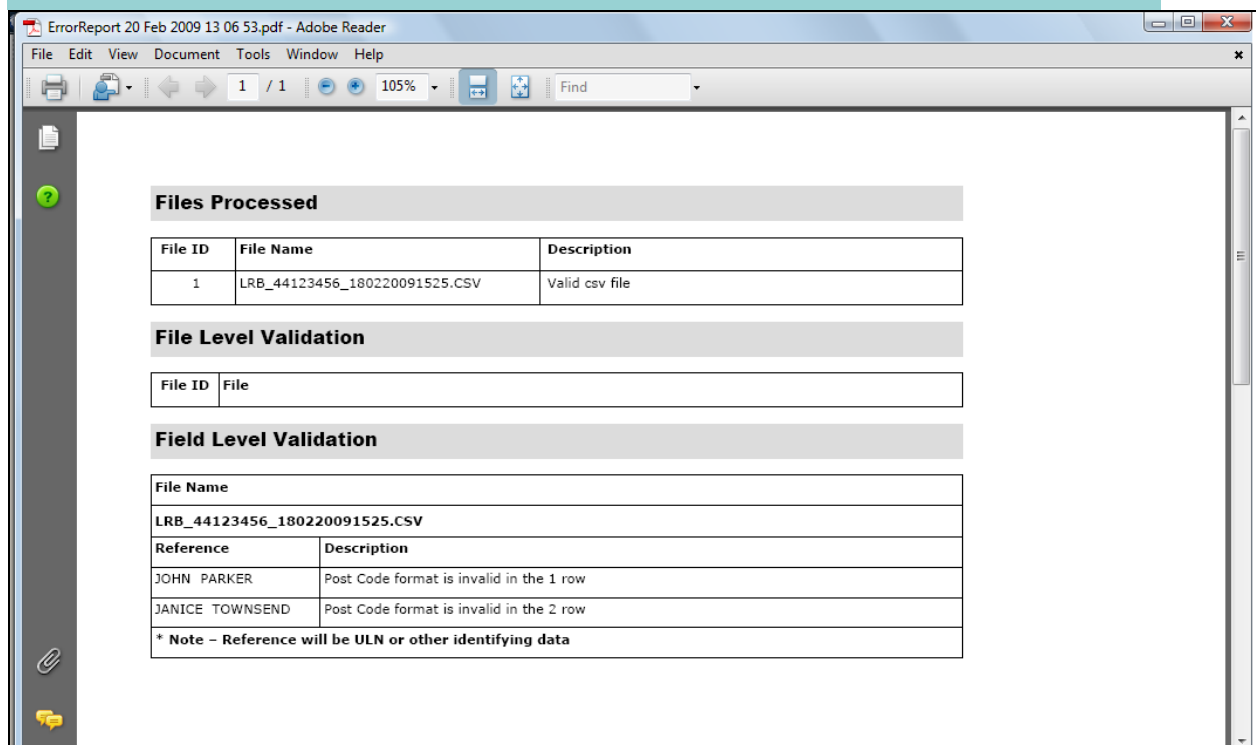


**Screenshot 42 – Notepad final layout**

This file now conforms to the Batch Interface Specification V2A and can be uploaded into the Organisation Portal for processing.

### **Step 10 (optional)- Recommended**

In order to ensure that the CSV File is in the correct format you can run it through the [Validation Tool](#).



**Screenshot 43 – Validation Tool report**

Above **(43)** is an example of the file being put through the Validation Tool and the result is that the postcode format is incorrect – this is because the postcode is a fictional one, and not present in the validation list. Apart from the post code error, it has successfully passed the Validation Tool so it can be uploaded.

#### **4.4.3 Upload the batch file**

You are now ready to upload your batch file to the LRS

- Use the internet to log on to <http://www.uklrs.miap.gov.uk/>
- Enter your Username and Password and then Select 'Login'
- Accept the User terms and conditions.
- From the tabs at the top of the screen, select 'Learner Management'
- On the grey tabs on the next screen, select 'Submit Batch Registration'.

You will see this screen **(44)**:

You are here: LRB batch registration

## LRB batch registration upload and submission

Choose your submission type

Verification only (CHK)  
Verification only (CHK)  
Full (FUL)

### Screenshot 44 – Uploading a batch file

Now choose your submission type from the dropdown menu. You are going to submit a file for 'Full Submission', so

- Select the 'Full (FUL)'.

(You would use the 'Verification only (CHK)' submission if you already had ULNs for your learners).

LRB batch registration upload and submission

Choose your submission type

Full (FUL)

Browse to find your batch file and upload

We recommend that you do not upload batch files with more than 5,000 records.

[What happens if I get an error?](#)

**Tip**  
The **Organisations file name** field in your batch file can be populated with something meaningful or memorable, like your centre name or a description. This will enable you to sort or filter your batch files more effectively.

**Support**  
Should your file have any formatting errors or failed to upload for any other reason, please try the Validator Tool which can be found on the LRS website under Resources, Tools. If you are still experiencing problems after using this, please contact the LRS Customer Helpdesk by email at [lrsupport@learningrecordsservice.org.uk](mailto:lrsupport@learningrecordsservice.org.uk) or by telephone on 0845 602 2589.

**Batch files contain personal information and must not be sent to the LRS by email as this creates a potential security breach.**

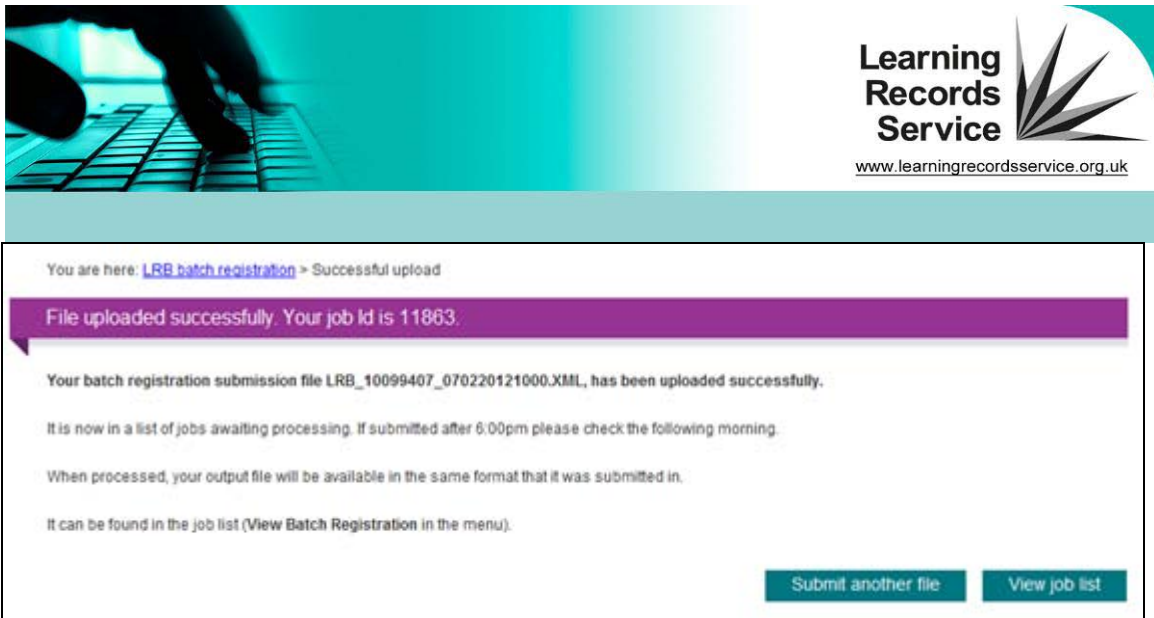
Sc

### Screenshot 45 –Uploading a batch file – browsing for file

Use the 'Browse' button to locate the batch file on your computer. Then

- Select the 'Upload File' button.

If your file has been correctly prepared, you should see the success message **(46)**:



**Screenshot 46 – Batch file upload successful**

Make a note of the Job ID Number, to identify your file.

- Select '*Submit another file*' to submit another batch file, if you need to or select '*View job list*' to see that status of your file.
- The file is processed at regular intervals throughout the day



## 4.5 Batch returns and exceptions

The LRS Batch process returns details on the success of the entered learners' details. Learners that the LRS cannot register, because their details match existing learners or for any other reason, are called 'Exceptions';

The Batch Exception process provides an online procedure to help Learner Registration Bodies provide additional and corrective information to improve the processing of Batch Exceptions. Once a batch file has been processed, an output file is available which contains a list of return codes. These codes describe whether a ULN has been found, a new one created or if an Exception has been found which needs to be investigated.

The output file can be used to update your own MI database with new ULNs and the Exceptions should be 'processed', for example, investigated.

There are two ways to enter the Exceptions process:

- Analyse the Exceptions for an individual batch, or
- View all outstanding exceptions for all batches for your organisation.

### 4.5.1.1 Batch job list

- Select 'Learner Management' from the main tabs on any screen
- Select 'View Batch Registration'

The following screen **(47)** is displayed, showing the Job Id, Organisational File Name, Type, Status, User, Date and Time.

You are here: View LRB batch jobs

## View LRB batch jobs

### LRS batch registration submitted job list for Learner Plan and PLR LRB 7 (10099407)

#### - Close filter options

Type *	<input type="text" value="All"/>	Organisation's file name	<input type="text" value="All"/>
Status *	<input type="text" value="All"/>	User	<input type="text" value="All"/>
Jobs from *	<input type="text" value="All"/>		

[What filters should I use?](#)

Clear filter

Apply filter

All LRS batch registration jobs currently held in the system are displayed below

Job ID ▼	Organisation file name ▼	Type ▼	Status ▼	User ▼	Date ▼	
11569	SmokeTestFile	CHK	Successful	LRBADL	30 Jan 2012 14:29	<a href="#">View job details</a> <a href="#">Download output file</a> <a href="#">View exceptions</a>
11568	SmokeTestFile	CHK	Successful	LRBADL	30 Jan 2012 14:24	<a href="#">View job details</a> <a href="#">Download output file</a> <a href="#">View exceptions</a>
11567	SmokeTestFile	CHK	Successful	LRBADL	30 Jan 2012 14:19	<a href="#">View job details</a> <a href="#">Download output file</a> <a href="#">View exceptions</a>
11566	TheSmokeTestFile	CHK	Cancelled	LRBADL	30 Jan 2012 14:02	
11928	LMAN10 18-12 (DoB change)	FUL	Failed	LRBADL	24 Feb 2012 14:05	
11927	LRB_10099407_070220121511.XML	CHK	Waiting	LRBADL	24 Feb 2012 10:59	<a href="#">Remove job</a>
11925	LRB_10099407_070220121511.XML	CHK	Waiting	LRBADL	23 Feb 2012 16:34	<a href="#">Remove job</a>
11924	LRB_10099407_070220121511.XML	CHK	Waiting	LRBADL	23 Feb 2012 16:17	<a href="#">Remove job</a>
11923	LRB_10099407_070220121511.XML	FUL	Waiting	LRBADL	23 Feb 2012 14:09	<a href="#">Remove job</a>
11922	LRB_10099407_070220121511.XML	FUL	Waiting	LRBADL	23 Feb 2012 11:23	<a href="#">Remove job</a>

Job list last refreshed at 27 Feb 2012 16:44:17

Show

10 results ▼

1 2 3 4 5 Next >>

#### Screenshot 47 – List of batch jobs submitted

- You can identify the file you are interested in from the 'Job ID' column.
- If the 'Status' column shows 'Waiting', you have the option to remove the file from the list and cancel the batch process for that file.
- If the 'Status' column shows 'Successful' you have a choice of hyperlinked options in the right hand column.
- You can select '*Download output file*' – allows the file to be downloaded in the same format it was uploaded (either CSV or XML).
- You can select '*View exceptions*' to process the exceptions for just a particular batch file.
- You can select '*View Job Details*' **(48)** for each processed file, which will display the following screen:

You are here: [View LRB batch jobs](#) > Job details

**Job details for SmokeTestFile**

The job and its associated output file will be automatically deleted after 45 days. (01 Apr 2012)

Summary		Details	
Job ID	11569	<b>Number of records</b>	12
Date	30 Jan 2012 14:29:50	RC001 Linked Master ULN returned	6
Type	CHK	RC002 ULN confirmed and updated	0
Status	S	RC003 ULN confirmed	5
User	LRBADL	RC004 No match - New ULN created	0
File name	LRB_10099407_110420111504.XML	RC005 No match - No ULN created	0
Organisation's file name	SmokeTestFile	RC006 Insufficient data to create new ULN	0
Start Date	16 Feb 2012 14:22:14	RC007 Possible match	1
End Date	16 Feb 2012 14:22:15	RC008 Too many matches	0
Duration	00:00:01	RC009 No ULN match - Serious error	0
		RC010 Null values	0
		RC011 Incorrect format	0

[What does this mean and what do I do next?](#)

[Delete job](#)
[Back to job list](#)
[Download output file](#)
[View exceptions](#)

**Screenshot 48 – Batch job details**

This 'Job Details' screen **(48)** shows all the file details from the previous screen, and also provides details including:

- Total number of records overall
- Total number of records with each return code

Return codes are covered in detail in the next Section.

The processing details of the file are listed including date, time and duration of processing.

#### 4.5.1.2 Batch output file – exceptions only

The button 'Download output file', (which is the same option as on the Batch Job List screen), allows the file to be downloaded in the same format it was uploaded (either CSV or XML).

- If there are any Exceptions, then the button '*View Exceptions*' (which is again the same as on the Batch Job List screen) lets you view and then process the exceptions for a single file.

#### 4.5.1.3 Return codes RC001 – RC004: what they mean

'Return Codes' tell you what has happened to each learner record in your file. Some of these codes indicate a warning or error message to explain the reason for failure – these are called 'exceptions'. There are 11 different return codes, but not all of them indicate exceptions.

RC001 to RC004 are not classed as exceptions, although some action from you may be needed:

Code and Description	Explanation	Action Required
RC001 Linked Master ULN Returned	Successfully found - an exact ULN match found but this is a merged ULN (Master ULN).	Update your records to reflect the right ULN to be used.
RC002 ULN Confirmed and Updated	Successfully updated - an exact ULN match found and fields updated.	No action required.
RC003 ULN Confirmed	Successfully matched – ULN match has been made.	No action required.
RC004 No Match – New ULN Created	Successfully created – LRS has created a new ULN.	Update your records with ULN.

Table 4 – Return codes RC001 to RC004

#### 4.5.2 Return codes RC005 – RC011: the exceptions

These return codes all represent 'exceptions' which you will need to address.

##### Viewing exceptions

You can view all the exceptions in your organisation's files together, or view the exceptions for a single batch file. The actions that you take within the LRS and the options available to you are the same in either case. To view all exceptions for your organisation

- Select '*Learner Management*' from the main tabs on any screen

- Select 'View Exceptions'. You will now see the 'Exception List' screen.

To view the exceptions for a single batch file:


- Select 'Learner Management' from the main tabs on any screen
- Select 'View Batch Registration' – the View LRB batch jobs screen is displayed
- Find the batch you wish to resolve the Exceptions for
- Select 'View exceptions' hyperlink.









Either route displays the following Exceptions list screen (49):

You are here: [View LRB batch jobs](#) > Exception list

### Exception list

LRB\_10099407\_050320110905.XML

 Open filter options

	Given name	Family name	Date of birth	Gender	Postcode	Organisation's file name	Return code	Expiry date	Action
	adrian	graves	10/10/1992	Male	G4 4AB	LRB_10099407_050320110905.XML	RC007	24/03/2012	<a href="#">Process</a>
	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_050320110905.XML	RC007	24/03/2012	<a href="#">Process duplicates</a>
	Aileen	McGregor	10/10/1992	Male	G4 4AB	LRB_10099407_050320110905.XML	RC007	24/03/2012	<a href="#">Process</a>
	Alan	Hunter	10/10/1992	Male	G4 4AB	LRB_10099407_050320110905.XML	RC007	24/03/2012	<a href="#">Process</a>
	alan	moss	10/10/1992	Male	G4 4AB	LRB_10099407_050320110905.XML	RC007	24/03/2012	<a href="#">Process</a>
	alan	rennie	10/10/1992	Male	G4 4AB	LRB_10099407_050320110905.XML	RC007	24/03/2012	<a href="#">Process</a>
	Alex	Barbour	10/10/1992	Male	G4 4AB	LRB_10099407_050320110905.XML	RC007	24/03/2012	<a href="#">Process</a>
	Alex	Kerr	10/10/1992	Male	G4 4AB	LRB_10099407_050320110905.XML	RC007	24/03/2012	<a href="#">Process</a>

☒ Select to mark exceptions for deletion

Show 10 results 1 2 Next >>

125 total exceptions with 110 unique exceptions shown and 15 duplicates hidden

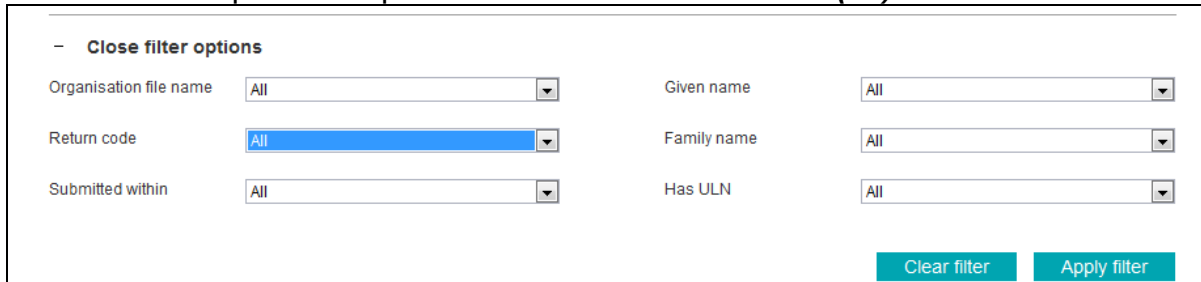
Delete selected records Change organisation

### Screenshot 49 – Exceptions list

The screen shows all the exceptions that match the current filter, and gives totals for the number of exceptions that match the filter, followed by the number of unique exceptions shown in the table, and the number of duplicates of those that are hidden. The first number will always be the sum of the other two.

The filter button – ‘+’ – allows you to apply your own filtering criteria to files. To do this:

- Select ‘Open filter options’. You will see this screen **(50)**.



– Close filter options

Organisation file name	<input type="text" value="All"/>	Given name	<input type="text" value="All"/>
Return code	<input type="text" value="All"/>	Family name	<input type="text" value="All"/>
Submitted within	<input type="text" value="All"/>	Has ULN	<input type="text" value="All"/>

**Screenshot 50 – View exceptions – filter options**

- Select one or two options from the available drop downs.
- Select ‘Apply Filter’ to redisplay the Exception List screen with only those exceptions matching the selected criteria showing.
- Your filter criteria will be saved and will continue to be applied across user account sessions until they are either cleared using the ‘Clear Filter’ option, or amended.

### 4.5.3 Duplicate exceptions

If an organisation submits the same learner details multiple times, and receives the same return code every time, these will be marked as duplicates, and only the most recent one matching the filter will be shown in the list. These are identified by the link “Process Duplicates” which will take you the Process Duplicates screen (51):

You are here: [View LRB batch jobs](#) > [Exception list](#) > Process duplicate exceptions

#### Process duplicate exceptions

##### Duplicate exception summary

<input type="checkbox"/>	Given name	Family name	Date of birth	Gender	Postcode	Organisation's file name	Return code	Expiry date	Action
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB		RC007		<a href="#">Process all</a>

##### Duplicate exceptions

<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032 0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032 0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032 0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032 0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032 0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032 0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>

☒ Select to mark exceptions for deletion

Show 10 results 1 2 Next >>

12 duplicates

Delete selected records

Return to exceptions list

[How do I use this screen?](#)

#### Screenshot 51 - Process duplicate exceptions

Selecting ‘Process all’ from this screen will resolve all the duplicates, whereas selecting ‘Process single’ will only resolve that exception. Note that this screen will show all duplicate exceptions across all files, no matter what filter settings were applied to the exceptions list. Therefore, the number here may be higher than the total number of duplicates displayed on the exceptions list page.



#### 4.5.4 Return codes RC005 – RC011: what they mean

Exceptions need to be resolved so that the learner's ULN can be obtained or updated. This usually means checking that the learners' details are correct. The different Return Codes relate issues with the data in your batch file and need further action to resolve.

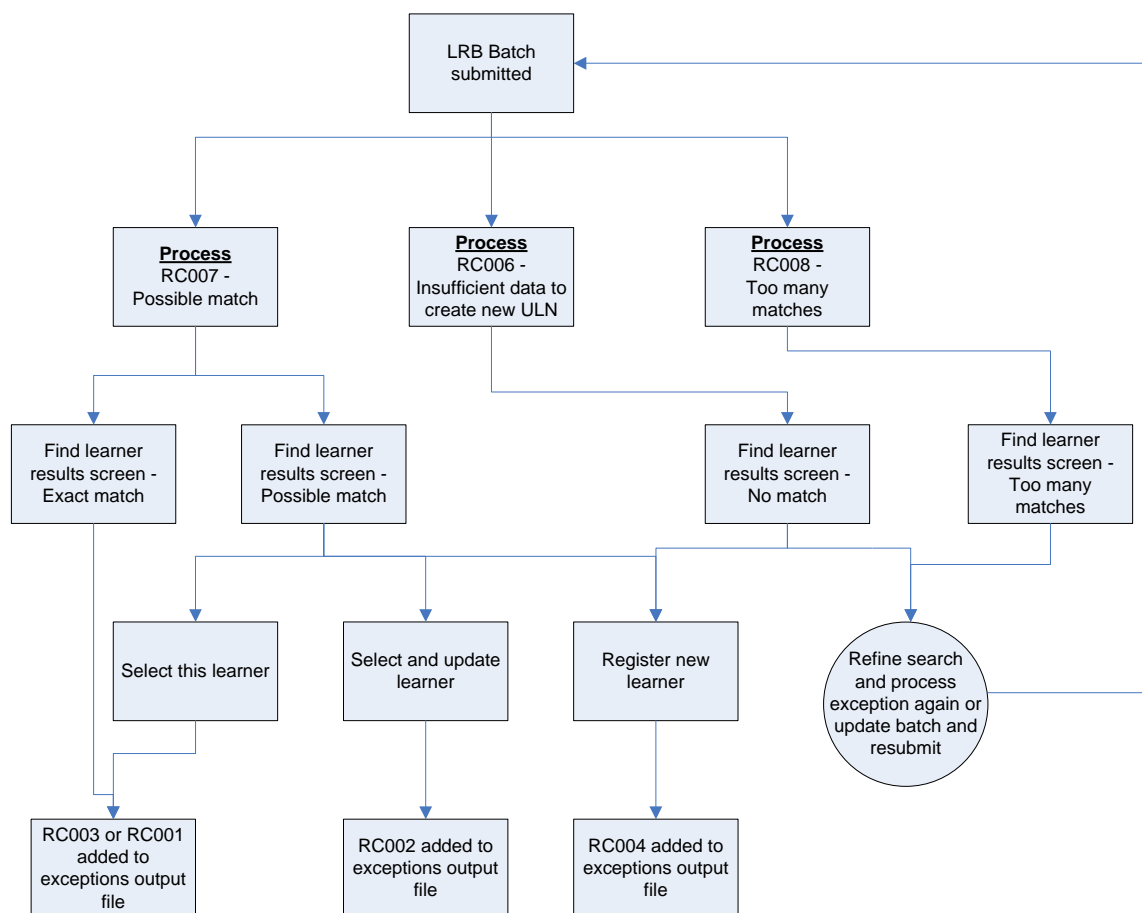
This is what the 'Exceptions' Return Codes mean and what action is required:

Code ampersand Description	Explanation and possible resolution	Action Required
RC005 No Match – No ULN Created	Successfully verified	The batch file was submitted in verification mode and has been verified. No action needs to be taken
RC006 Insufficient Data to Create a ULN	Failed to create a ULN one or more of the mandatory fields have not been supplied particularly Verification Type and/or Ability to Share not supplied. Check batch file. You may need to re-submit your batch file with the amended details.	See <a href="#">Section 3.4.5</a> on how to process these exceptions.
RC007 Possible Match	Failed to find/create a ULN – the LRS found up to 10 possible matches for the learner.	See <a href="#">Section 3.4.5</a> on how to process these exceptions.
RC008 Too Many Matches	Failed to find/create a ULN - the LRS found more than 10 possible matches. Try refining your search – do you have any other details you can use. Refer to the tips in Section 5.1.3.	See <a href="#">Section 3.4.8</a> on how to process these exceptions.
RC009 No ULN Match	The ULN supplied in your batch file has not been recognised. Check that the ULN you entered has 10 digits and that the Given Name, Family Name, Date of Birth, Gender and Postcode match this ULN.	See <a href="#">Section 3.4.6</a> on how to process these exceptions.
RC010 Null values	One or more of the mandatory fields is blank apart from Given Name or Family Name. Check the mandatory	See <a href="#">Section 3.4.6</a> on how to process these exceptions.

	fields.	
RC011 Incorrect format	<p>The learner record submitted in the batch file contains data which does not meet LRS formats. This could be:</p> <ol style="list-style-type: none"> <li>1. Either the Family Name and/or Given Name are incomplete or contain an invalid name.</li> <li>2. Prohibited text or postcode has been entered into any of the fields.</li> <li>3. ULN already exists and file is attempting to update Verification Type being updated to 999 = Other and Verification Description field is blank.</li> <li>4. Date of birth value means learner is less than 11 years old or more than 110 years old.</li> <li>5. ULN already exists and Ability to Share is being set back to FPN Not Seen or when learner has previously set this field themselves (set their preference).</li> <li>6. There is a double space in the Postcode field.</li> </ol>	See <a href="#">Section 3.4.6</a> on how to process these exceptions.

**Table 5 – Return codes RC005 to RC011 (exceptions)**

#### 4.5.5 Processing your exceptions – RC006, RC007 and RC008



- Select the '*Process*' hyperlink on the far right column of the individual record **(52)**. For duplicate exceptions, select the '*Process all*' or '*Process single*' hyperlink as appropriate.

Exception list

LMAN10 RC007 Test

+ Open filter options

<input type="checkbox"/>	Given name ▼	Family name ▼	Date of birth	Gender	Postcode	Organisation's file name ▼	Return code ▼	Expiry date ▼	
<input type="checkbox"/>	Zachery	Taylor	01/01/1970	Male	AB10 1UD	LMAN10 RC007 Test	RC007	20/04/2012	<a href="#">Process</a>

☒ Select to mark exceptions for deletion

[Delete selected records](#) [Change organisation](#)

[How do I use this screen?](#)

#### Screenshot 52 – View exceptions - Process an RC007

This is an exception because one or more possible match has been found. Refer back to Table 5 – Return codes RC005 to RC011 for guidance on what actions to take. **Important** - the details provided in your batch are used to populate both the 'Provided details' and the 'Find by Personal Details' areas of this screen.

- You will see this screen **(53)**:

Find a learner

You searched for:

Provided details MIS Identifier: 0001

Input	Given name	Family name	ULN	Date of birth	Gender	Postcode	Master
Original:	Zachery	Taylor		01/01/1970	Male	AB10 1UD	

Your search results

Check boxes

<input type="checkbox"/>	Zachery	Taylor	5624701631	01/01/1970	Male	AB10 1UD
<p>Title: Mr School at age 16: Washington Prep School Address:</p> <p>Middle other name: John Place of birth: Coventry AB10 1UD</p> <p>Preferred given name: Nationality: GBR</p> <p>Previous family name: - Email: George@washington.COM</p> <p>Family name at age 16:-</p>						
<input type="checkbox"/>	Zachery	Taylor	6723561014	01/07/1928	Male	AB10 1UD
<input type="checkbox"/>	Zachery	Taylor	7207009789	01/01/1970	Male	CV1 1LL

Select this learner

Select and update learner

Return to exceptions list

Register new learner

### Screenshot 53 – View exceptions - RC007 results

The possible matches are listed and an option '+' to expand one or more of the searched results to check that it is the record that matches with your entry. **Note that (53)** shows the search results for one possible match expanded to show the learner's details.

Once a check box is selected **(53)**, the 'Select this learner' button is enabled, as shown in the screenshot below **(54)**. If selected the exception will be deleted from the Exceptions List. At the same time, the ULN and learner's associated details held in the LRS are added to the Exceptions batch output file. Please note this will appear in the new output file with a Return Code of RC001 or RC003.

The same applies if the 'Select and update learner' button is selected. The only difference is that the LRS displays the 'View learner profile' screen which allows the learner's details to be updated.

<input checked="" type="checkbox"/>	Zachery	Taylor	7207009789	01/01/1970	Male	CV1 1LL
<p>Select this learner Select and update learner Return to exceptions list Register new learner</p>						

### Screenshot 54 – View exceptions – Select this learner and Select and update learner buttons

There are two other options within this display - 'Return to exceptions list' will return you to exception list. The option to 'Register new learner' will only be displayed, if no checkbox is selected.

#### 4.5.6 Processing your exceptions – RC006

- Select the 'Process' hyperlink on the far right column of the individual record (55).

+ Open filter options

<input type="checkbox"/>	Given name	Family name	Date of birth	Gender	Postcode	Organisation's file name	Return code	Expiry date	
<input type="checkbox"/>	Zoe	Williams	01/01/1974	Female	WV9 7TT	LMAN10 RC011 Test	RC006	22/04/2012	<a href="#">Process</a>

☒ Select to mark exceptions for deletion

#### Screenshot 55 – View exceptions – Process RC006

- Refer to Table 5 – Return codes RC005 to RC011 for guidance on what actions to take. **Important** - the details provided in your batch are used to populate both the 'Provided details' and the 'Find by Personal Details' areas of this screen.
- You have two possible options – 'Cancel' or 'Register New Learner' (56).

Find a learner

You searched for:

Provided details

MIS Identifier: 0001

Input	Given name	Family name	ULN	Date of birth	Gender	Postcode	Master
Original:	Zoe	Williams		01/01/1974	Female	WV9 7TT	

Your search results

The search has returned no results. [What should I do now?](#)

Cancel

Register new learner

[How do I use this screen?](#)

#### Screenshot 56 – View exceptions – process RC006 results

- If the 'Cancel' option is selected, you return to View exceptions step 1.
- If the 'Register this learner' option is selected, the following screen is shown (57) to complete a new registration.

## Register a learner

Please enter learner's details

[What information should I provide?](#)

Title:		Email:	
Given name:	Davis	School at age 16:	
Preferred given Name:	Davis	Scottish candidate number:	
Middle other name:		Address line 1:	Add Line 1
Family name:	Calhoun	Address line 2:	
Previous family name	<input type="text"/>	Town:	Add Line 3
Family name at age 16:		County:	
Gender *	Male <input type="text"/>	Postcode *	CV1 2TT <input type="text"/>
Date of birth *	4 <input type="text"/> June <input type="text"/> 1953 <input type="text"/>	Date of address capture:	
Place of birth:			
Nationality:	GBR		

---

Other learner verification is required for full learner privileges

Verification type:	Passport	Ability to share:	FPN seen and able to share data
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[Why are verification type and ability to share important?](#)

Mandatory fields are marked with an asterisk (\*)

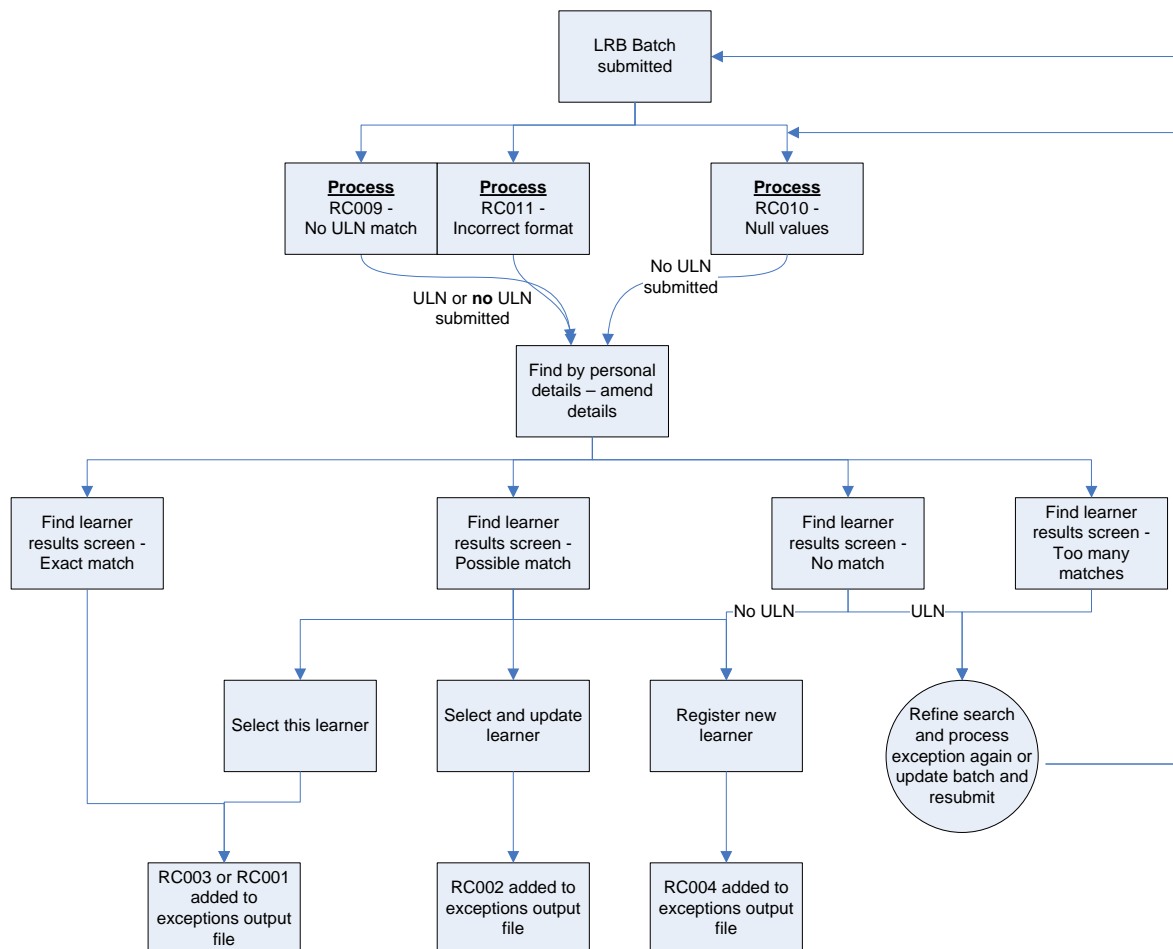
**Screenshot 57 – View exceptions – Register a learner**

### 4.5.7 Processing your exceptions – RC008

- Select the 'Process' hyperlink on the far right column of the individual record (55). You will be presented with a screen with a message "Too many records match your search results". You can either try searching again using the Find by personal details search or check to see if you have any further information you can add to your batch file and resubmit it.



#### 4.5.8 Processing your exceptions – RC009, RC010 and RC011



- Select the '*Process*' hyperlink on the far right column of the individual record (52). You will see this screen (58) :

**Find a learner**

You can search for a learner by entering their personal details

**Provided details**

MIS Identifier: 0022

ULN: 1000006226

[What does this mean?](#)

**Find by personal details**

Given name: Susan

Family name: Webb

Previous Family Name

Date of Birth \*

Gender \*

Postcode \*

Mandatory fields are marked with an asterisk (\*)

[Which fields should I search on?](#)

**Screenshot 55 – View exceptions – Process an RC009, RC010 or RC011**

These exceptions may have an issue because some of the details are wrong or missing. Refer to Table 5 – Return codes RC005 to RC011 for guidance on what actions to take. **Important** - the details provided in your batch are used to populate both the 'Provided details' and the 'Find by Personal Details' areas of this screen. If you are processing multiple duplicate exceptions, the MIS Identifier field will show a link to a pop-up window listing all of the MIS Identifiers for the duplicates that are being processed.

- This could be where the issue lies, though the personal details shown could all be fine. The problem could lie with fields it is not possible to update in this screen, in other words, Ability to Share so you may have to update your batch file and resubmit that record.
- Look at the 'Find by Personal Details' fields and enter any missing information or change anything that is incorrect. In the example in (57), there is no postcode, so the postcode should be entered.
- Select 'Search' (whether or not you have made any changes or added new information).

The results screen that follows may show any of four possible results and what happens next will depend on which result is shown:

1. No matches
2. Too many possible matches
3. Exact match

#### 4. Possible match

### 2. 'No Matches'

- You have two possible options – 'Cancel' or 'Register New Learner'.

In this screenshot (59) updating the learner's postcode has still not resulted in a match. The message is '*The search has returned no results*'. The only option is to 'Continue' and return to the exception list. Click the help – 'What should I do now?' for more information on possible next steps.

This screen was processed after the amending the learner's details in the Find a Learner screen (59), hence the 'Amended' line being displayed.

Find a learner

You searched for:

Provided details

MIS Identifier: 0001

ULN: 7207009789

Input	Given name	Family name	ULN	Date of birth	Gender	Postcode	Master
Original:	Zachery	Taylor	7207009789	01/01/1970	Male	CV1 1LL	
Amended:	Zachery	Taylor	7207009789	28/09/1997	Male	M1 5TH	

---

Your search results

The search has returned no results. [What should I do now?](#)

Cancel

#### Screenshot 56 – View exceptions – no match

The 'Register new learner' button is not shown as a ULN has already been provided so the learner should already be registered. If there was no ULN, 'Register new learner' would be offered as an option next to the 'Continue' button.

### 3. 'Too Many Possible Matches'

The LRS returns the message, '*Your search returned more than the maximum number of learners permitted.*' (60)

Find a learner

You searched for:

Provided details

MIS Identifier:

Input	Given name	Family name	ULN	Date of birth	Gender	Postcode	Master
Original:	Rachel	Sanders		02/07/1984	Female	VR68 2BP	

---

Your search results

You search returned more than the maximum number of learners permitted. [What should I do now?](#)

Continue


[How do I use this screen?](#)

**Screenshot 60 – View exceptions – too many matches**

If available, use extra information you may have in your organisation's database to distinguish the learner and try processing the exception again from screen **(51)** or update your batch and resubmit that record.

#### 4. 'Exact Match'

The LRS returns the message *'Your search has returned an Exact Match. The LRS has selected this learner for you'* **(61)**.



Learning Records Service  
www.learningrecordsservice.org.uk

Find a learner

You searched for:

Provided details MIS Identifier: 0093

Input	Given name	Family name	ULN	Date of birth	Gender	Postcode	Master
Original:	Hilary	Foley		15/01/1975	Female	F4 2RR	

Your search results

+ <input checked="" type="checkbox"/>	Hilary	Foley	8685774259	15/01/1975	Female	F4 2RR	
---------------------------------------	--------	-------	------------	------------	--------	--------	--

You search returned an Exact Match. The system has selected this learner for you. [Why has the system selected this learner for me?](#)

[How do I use this screen?](#)

Continue

#### Screenshot 61 – View exceptions – exact match

You will notice that when an Exact Match is returned, the LRS automatically ‘completes’ the check box, allowing you to proceed using ‘Continue’. Selecting ‘Continue’ returns the ‘View learner profile’ screen so you can update the record should you need to or view the learner’s Personal Learning Record.

At the same time, the ULN and associate learner’s details are added to the Exceptions batch output file. **Note**, this will appear in the new output file as either a Return Code of ‘RC003: ULN Confirmed’ or ‘RC001: Linked master ULN returned’, depending on the match that has been made. For details on how to download the Exceptions batch output file.

## 5 ‘Possible Matches’

An example of the results, when possible matches are found, is shown below (62). This screen was processed after the amending the learner’s details in the Find a Learner screen (57), hence the ‘Amended’ line being displayed (62).

**Find a learner**

You searched for:

Provided details MIS Identifier: 0073

Input	Given name	Family name	ULN	Date of birth	Gender	Postcode	Master
Original:	Davis	Calhoun		04/06/1953	Male	E7V6KJ	
Amended:	Davis	Calhoun		04/06/1953	Male	CV1 2TT	

**Your search results**

**Check box**

	Given name	Family name	ULN	Date of birth	Gender	Postcode
<input checked="" type="checkbox"/>	Davis	Calhoun	8174035205	04/06/1953	Male	E7V6KJ

**Title:** Dr **School at age 16:** Bournemouth School **Address:** Add Line 1  
**Middle other name:** - **Place of birth:** Coventry Add Line 2  
**Preferred given name:** Davis **Nationality:** GBR Add Line 3  
**Previous family name:** - **Email:** - County  
**Family name at age 16:** Calhoun E7V6KJ

Select this learner Select and update learner Return to exceptions list Register new learner

[How do I use this screen?](#)

**Screenshot 62 – View exceptions – possible match**

The possible matches are listed and an option '+' to expand one or more of the searched results to check that it is the record that matches with your entry. **Note** that (62) shows the search results for one possible match expanded to show the learner's details.

Once a check box is selected, the 'Select this learner' button is enabled, as shown in the screenshot below (63). If selected the exception will be deleted from the Exceptions List. At the same time, the ULN and learner's associated details held in the LRS are added to the Exceptions batch output file. Please note this will appear in the new output file with a Return Code of RC001 or RC003.

The same applies if the 'Select and update learner' button is selected. The only difference is that the LRS displays the 'View learner profile' screen which allows the learner's details to be updated.

	Given name	Family name	ULN	Date of birth	Gender	Postcode
+ <input checked="" type="checkbox"/>	Zachery	Taylor	7207009789	01/01/1970	Male	CV1 1LL

Select this learner Select and update learner Return to exceptions list Register new learner

**Screenshot 57 – View exceptions – Select this learner and Select and update learner buttons**

There are two other options within this display - 'Return to exceptions list' will return

you to exception list. The option to 'Register new learner' will only be displayed, if no checkbox is selected and no ULN was provided in the Learner Registration Batch file.

If a ULN was provided in the batch file for a learner, the 'Register new learner' button does not appear.

If the 'Register this learner' option is selected, the following screen is shown to complete a new registration **(64)**.

Register a learner

Please enter learner's details

[What information should I provide?](#)

Title:		Email:	
Given name:	Davis	School at age 16:	
Preferred given Name:	Davis	Scottish candidate number:	
Middle other name:		Address line 1:	Add Line 1
Family name:	Calhoun	Address line 2:	
Previous family name	<input type="text"/>	Town:	Add Line 3
Family name at age 16:		County:	
Gender *	Male	Postcode *	CV1 2TT
Date of birth *	4 June 1953	Date of address capture:	
Place of birth:			
Nationality:	GBR		

Other learner verification is required for full learner privileges

Verification type:	Passport	Ability to share:	FPN seen and able to share data
--------------------	----------	-------------------	---------------------------------

[Why are verification type and ability to share important?](#)

Cancel Register Learner

Mandatory fields are marked with an asterisk (\*)

**Screenshot 58 – View exceptions – Register a learner**

- Completing and/or updating the information, including the mandatory fields will allow the full registration of a new learner and will return a Unique Learner Number which is added to your exceptions output file



as an RC004 – No match new ULN created.

#### 4.5.8.1 Completed processing exceptions – what next?

- Although exceptions are deleted automatically when any of the Select this learner, Select and update this learner or the Register new learner buttons are chosen, some management may still be required.
- From the Exception list or Process duplicate exceptions screen, simply select the check boxes of exceptions to be deleted and take the '*Delete selected records*' button **(65)**.

<input checked="" type="checkbox"/>	Mary-Sue	Kline	19/05/1995	Female	FZ4 8RL	C:\LRB_QCFSYS_1001 2011161043.XML	RC010	12/07/2011	<a href="#">Process</a>
<input type="checkbox"/>	Susan	Webb	23/03/1990	Female	W860OK	C:\LRB_QCFSYS_1001 2011161043.XML	RC011	12/07/2011	<a href="#">Process</a>
<input checked="" type="checkbox"/>	Rose	Galloway	18/08/1987	Female	E55VZ	C:\LRB_QCFSYS_1001 2011161043.XML	RC005	12/07/2011	
<input type="checkbox"/>	Rachel	Sanders	02/07/1984	Female	VR68 2BP	C:\LRB_QCFSYS_1001 2011161043.XML	RC008	12/07/2011	<a href="#">Process</a>
<input checked="" type="checkbox"/>	Layla	Morgan	19/01/1944	Female	H5 7EA	C:\LRB_QCFSYS_1001 2011161043.XML	RC008	12/07/2011	<a href="#">Process</a>

☒ Select to mark exceptions for deletion

Delete selected records

Change organisation

[How do I use this screen?](#)

#### Screenshot 59 – View exceptions – Delete selected records

- Once you have completed exception processing, the function to '*Export my processed exceptions*' should be used to download a file to enable you to update your organisation's database with your processed exceptions. For duplicate exceptions, this will contain one record for every duplicate.
- This can be found by returning to the View exceptions screen
- Select the 'Export processed exceptions' button which takes you to screenshot **(66)**.

<input type="checkbox"/>	Given name	Family name	Date of birth	Gender	Postcode	Organisation's file name	Return code	Expiry date	
<input type="checkbox"/>	Zachery	Taylor	01/01/1970	Male	AB10 1UD	LMAN10 RC007 Test	RC007	13/04/2012	<a href="#">Process</a>

☒ Select to mark exceptions for deletion

Delete selected records

Export processed exceptions

#### Screenshot 60 – View exceptions – Export processed exceptions

Export my processed exceptions

Select your preferred format for the exported file:

☐ CSV file format

☐ XML file format

Cancel

Download

[Which format should I use?](#)

#### Screenshot 61 – View exceptions – Downloading processed exceptions – output file

Please select the same format you used to upload the file so the file can be loaded in your database. When you select a radio button the download button will be highlighted.

### 4.6 Report a ULN problem

Part of the quality control processes and procedures for the LRS, allows you to Report a Problem (also known as a Data Challenge). It allows Learner Registration Bodies to identify a data issue with a learner's ULN. A data issue could be one of the following:

Enquiry Type	Identified Problem type	Information required to Report a Problem
ULN has been incorrectly created	<ul style="list-style-type: none"> <li>Duplicate ULN, for example, a learner has been given a second ULN</li> <li>Fictitious or fraudulent ULN</li> </ul>	<ul style="list-style-type: none"> <li>Both ULNs that you suspect the learner has.</li> <li>Which ULN is the master and which ULN is the duplicate</li> <li>If data on the ULNs are significantly different then please give a reason for the merge request. E.G. if the ULNs have different post codes please confirm that the learner has lived at both addresses.</li> </ul>
ULN has been incorrectly merged	<ul style="list-style-type: none"> <li>ULN de-merge</li> </ul>	<ul style="list-style-type: none"> <li>Both ULNs that need to be de-merged.</li> <li>The reason why they need de-merging.</li> </ul>
ULN has	<ul style="list-style-type: none"> <li>Two people sharing the</li> </ul>	<ul style="list-style-type: none"> <li>Please give as much</li> </ul>

other unspecified problem	same ULN <ul style="list-style-type: none"> <li>• Deceased learner</li> <li>• ULN incorrect as details have changed (learner is therefore using another learner's ULN)</li> <li>• Other ULN problem</li> </ul>	information as to what the issue is.
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**Table 6 – Reporting ULN problems**

The data issue is then reported as a problem to the LRS Customer Helpdesk. Information sent should include what the data issue is and what the LRB believes the required corrective action is. Please ensure that you include as much information as you can when reporting a problem. If the LRS Customer Helpdesk does not have enough information they will need to get in contact with you for further information which will delay the issue being resolved.

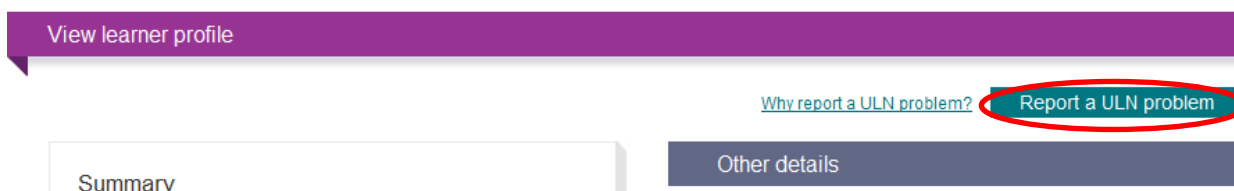
This is only for instances where the LRB cannot resolve the issue themselves and also includes issues raised by the learner. Instances where a data issue can be corrected directly by an LRB are:

- Wrongly spelt/Incorrect Name
- Wrong/Incorrect Address
- Opting out settings
- Date of Birth

These can be changed using by updating the Learner's details – see [Section 3.2](#).

#### 4.7 Report a ULN problem

- Select the *Report a ULN Problem* button **(68)**. **Note** the help link – Why report a ULN problem? for more information.



**Screenshot 62 – Report a ULN problem**

- Now select the type of enquiry, if it is a duplicate ULN for a learner then select “ULN has been incorrectly created” from the list of options **(69)**.

## Report a ULN problem

A Unique Learner Number (ULN) problem should be raised when a Learner Registration Body (LRB) has identified one of the following data issues:

- A learner has two ULNs.
- Two people are sharing the same ULN.
- A fictitious or fraudulent ULN has been identified.
- ULN is incorrect as details have changed (and therefore the learner using another ULN).

Some data issues can be corrected directly by an LRB e.g. incorrectly spelt name or incorrect Date of Birth. These are not classed as a ULN problem.

Once you have selected an option from the drop down box, please complete as much detail as possible. This will help the LRS Customer Helpdesk to complete the investigation. We will be in touch shortly with a response.

Mandatory fields are marked with an asterisk (\*)

Which of these best describes the problem \*

Select the problem

### Screenshot 63 – Report a ULN problem – problem type

- Use the text box to explain why you think it is a duplicate and you must also include the suspected duplicate ULN number **(70)**.

Please enter any additional information that you think may help us resolve this problem

[What kind of information will help?](#)

### Screenshot 70 – Report a ULN problem – additional information

- Please ensure you complete your name and at least one of the other fields; email address and telephone number so that you can be contacted should any questions arise. The request will not submit unless at least two of these fields have been completed – an error message will appear. If you would like the enquiry to come back to another member of staff their details can be entered in here **(71)**.
- Finally, select the 'Finish' button to submit your request **(71)**.



We might need to contact you to help resolve the issue. Please provide your name and a means of contacting you.  
(Either email address or telephone is mandatory.\*)

Name \*

Email address

Telephone

[Cancel](#) [Finish](#)

#### Screenshot 71 – Report a ULN problem – contact information

- Make a note of enquiry reference number **(72)** should you wish to contact the LRS Customer Helpdesk.

Report a ULN problem

Enquiry submitted successfully

Thank you. Your enquiry has been submitted successfully.

We will contact you when the issue has been resolved or for further information. If you need to contact the LRS Customer Helpdesk, please quote the following reference.

601673494100002

[View enquiries](#) [View profile](#)

#### Screenshot 72 – Report a ULN problem – reference number

### 4.8 View data challenge history – report ULN or learning event problems

- A Learning Event is a qualification or achievement that appears on the learner's PLR.
- A list of previously opened data challenges for a given learner can be viewed on the Organisation Portal.
- From the View learner profile screen, select the 'View enquiries' button.

You are here: [Register a learner](#) > [Find learner by personal details results](#) > [View Profile](#) > View enquiries

Viewing learner: [Brenda Lang](#) ULN: 9797928828 Date of birth: 30 Sep 1970  
[View learner profile](#) | [View personal learning record](#) | [Create a report](#) | [Find a QCF qualification](#)

### View enquiries

All enquiries made on your learner details and learning events are listed below.

Ref no ▼	Type ▼	Date raised ▼	Date resolved ▼	Status ▼	<a href="#">View details</a>
979792882800001	Not My Event - QCF Qualification	23 Feb 2012	19 Mar 2012	Withdrawn	<a href="#">View details</a>
979792882800006	ULN Incorrect Create	22 Mar 2012		In Progress	<a href="#">View details</a>
979792882800005	ULN Incorrect Merge	14 Mar 2012		In Progress	<a href="#">View details</a>
979792882800003	Missing Event	09 Mar 2012		In Progress	<a href="#">View details</a>
979792882800004	ULN Incorrect Merge	09 Mar 2012		In Progress	<a href="#">View details</a>
979792882800002	ULN Unspecified Problem	09 Mar 2012		In Progress	<a href="#">View details</a>

[Back to profile](#)

### Screenshot 73 – Report a problem history

- To view the details of any data challenge, click the '*View Details*' (73) hyperlink.

### View enquiry details

Full details of your enquiry follow below. See Resolution for details of the resolution outcome.

#### Enquiry

Status In Progress  
Reference No 979792882800006  
Type ULN Incorrect Create  
Contact Name TestAmor  
Contact Email testamort@amortest.com  
Additional Information

#### Resolution

Date  
Comment

[Withdraw enquiry](#)

[Return to enquiry list](#)

### Screenshot 74 – Report a problem details

- If the data challenge has not been previously resolved or withdrawn, it can be withdrawn by clicking on the '*Withdraw enquiry*' button (74).
- Select the '*Return to enquiry list*' to go back to the first screen (74).

#### **4.9 Key points from this section**

- This section is for all users with ability to create ULNs.
- The Unique Learner Number is unique number for each learner.
- Manage and keep ULN details up-to-date.
- Search thoroughly for a ULN before creating a new one.
- View learner profiles to check information is correct.
- Create and update ULNs using the batch file process.
- Check the validation rules for the batch file.
- Manage batch file exceptions and the action required to correct these.
- Report a ULN Data Challenge if a learner has a duplicate ULN; two people are sharing, and so on.



## 4. Personal Learning Record

### 4.1 Access the personal learning record

The Personal Learning Record (PLR) is an electronic folder which details in one central place online all the awards, learning Achievements and qualifications of a learner.

**Only Learner Registration Body Online Users or View Only Users can access the PLR, if they are given the Learner Record role within the User Management facility and also the learner has agreed to share their PLR.**

This section has been created for Learner Registration Bodies to begin using the PLR within their organisations. It contains:

1. Information about the Privacy Notice and its relevance and implications to learners.
2. Instructions on how to view a learner's PLR.

#### 4.1.1 Information you can expect to find in the PLR

Data for the PLR is obtained from three sources:

- National Pupil Database (NPD) for Key Stage 4 and 5 qualifications.
- Periodic Individualised Learner Record (ILR) returns to the Data Service, as long as a valid ULN and UKPRN are included within the ILR and they match the learner's details.
- Awarding Organisations are able to upload QCF qualifications and National Qualification Framework (NQF) qualifications regulated by Ofqual.

Data from the NPD and ILR returns has been uploaded since summer 2008; therefore learners cannot expect to find data about learning achievements prior to this date included in their PLR.

#### 4.1.2 Privacy notice – unable to share data

The PLR allows learners to access their learning and training achievements online. In order to allow learners to access their PLR, providers must ensure that learners have read the Privacy Notice and if they have opted out of sharing that they are aware of the implications.

A learner must be given the opportunity to opt out of sharing their data. This is usually provided on the registration form for a learning provider as part of the Privacy Notice. This provides a short summary of the way in which the learner's data may be shared with different organisations.

A learner can only opt out of sharing their qualification and participation data. They cannot opt out of sharing their Unique Learner Number.



When a learner registers with the Learning Records Service, as part of the process of opening their PLR, they then take control of the 'ability to share' flag and can switch this off. The effect of this would be to prevent a learning provider viewing any of the learner's Learning Events\* – and a message would subsequently be displayed: 'No Learning Events to display'. Only the learner would be able to view their Learning Events.

One of the consequences of not sharing learning data is that with the introduction of qualifications such as the 14-19 Diploma and the Qualifications Credit Framework (QCF) awards, learning data has to be shared with Awarding Organisations to accumulate and award the final qualification.

It is important that a positive message is conveyed regarding sharing data and learners understand the consequences of opting out of sharing their information.

Information regarding the benefits of the PLR is available on the LRS website.

\* A Learning Event is a qualification or achievement that appears on the learner's PLR.

## 4.2 View a PLR

- This function is available following a 'search' for a learner. This includes the personal details search following the Learning Records Service batch process when resolving exceptions.
- To find a learner's PLR you will need to carry out a search either by Unique Learner Number (ULN) or by personal details.
- This section shows the method for finding a Learner by ULN.

You are here: Find a Learner

### Find a learner

You can search for a learner by ULN or by entering personal details

#### Find a learner by ULN

Mandatory fields are marked with an asterisk (\*)

Learner ULN \*

Given Name \*

Family Name \*

[Where can the learner find their ULN?](#)

[Why do I need to provide so much information?](#)

OR search by

#### Find by personal details

Mandatory fields are marked with an asterisk (\*)

Given name \*

Family name \*

Previous Family Name

Date of birth \*

Gender \*

Postcode \*

[Which fields should I search on?](#)

### Screenshot 64 – Find a learner by ULN

- To find a learner's PLR, first carry out a search for the learner. Select the 'Learner Management' tab and then 'Find a learner' **(75)**.
- Enter the learner's ULN, Given Name and Family Name **(75)**.
- Select the 'Search' button.

If no exact match is found the Find Learner's Results screen is displayed **(76)**.

You are here: [Find a Learner](#) > Find learner results

## Find Learner Results

The search has returned no results.

**Either register the Learner by performing a Find learner by personal details search and supply more information before registering, or perform a Find by ULN search**

[Return to find learner](#)

### Screenshot 65 – Find learner results – no results

If an exact match is found you are taken directly to the View learner profile screen (77).

Viewing learner: [Andrew Jackson](#) ULN: 2011201089 Date of birth: 07 Oct 1992

[View learner profile](#) [View personal learning record](#) [Create a report](#) [Find a QCF qualification](#)

## View learner profile

[Why report a ULN problem?](#) [Report a ULN problem](#)

### Summary

Title	Mr
Given name	Andrew
Middle other name	
Family name	Jackson
Email	
Gender	Male
Date of birth	07 Oct 1992
Address	4 beeches lane
	CT91TJ
Date of address capture	19 Apr 2012

### Other details

Previous family name	
Family name at age 16	
Preferred given name	
Place of birth	Coventry
Nationality	GBR
School at age 16	Jackson Prep School
Scottish candidate number	
Verification type	Passport
Ability to share	FPN seen and able to share data
Created date	21 Feb 2011 13:49
Last updated date	19 Apr 2012 14:23
Linked ULNs	None

[What do verification type and ability to share mean?](#)

[View enquiries](#) [Edit details](#)

### Screenshot 66 – View learner's details

Select the View Personal Learning Record hyperlink to view the learner's PLR (77).

Viewing learner: Andrew Jackson ULN: 2011201089 Date of birth: 07 Oct 1992

[View learner profile](#) | [View personal learning record](#) | [Create a report](#) | [Find a QCF qualification](#)

#### View personal learning record

[Why report a problem?](#) [Report a problem](#)

All QCF credits and units							
Subject	Level	Grade	Credit	Source	Start date	End date	Award date
<a href="#">AQA Level 3 Advanced Subsidiary GCE in History</a>	Level 3	A		NPD			01/07/2010
<a href="#">OCR Level 3 Advanced GCE in English Language</a>	Level 3	A		NPD			01/07/2010
<a href="#">AQA Level 3 Advanced Subsidiary GCE in Biology</a>	Level 3	D		NPD			01/07/2009
<a href="#">OCR Level 3 Advanced Subsidiary GCE in English Language</a>	Level 3	A		NPD			01/07/2009
<a href="#">OCR Advanced Level Free-Standing Mathematics Qualification: Additional Mathematics</a>	Level 3	A		NPD			01/07/2008

**Screenshot 67 – View Personal Learning Record – All tab**

Each of the records display with up to eight fields of data (not all of the fields are populated) including (78):

- Subject – displaying the title of each record (Hyperlinks to View Qualification Detail)
- Level – Level of the award from Entry Level – Level 8 (or could be blank).
- Grade – Generally showing the grade of the award or 'Pass' or 'blank'.
- Credit – displaying the amount of Credit achieved for record.
- Source – will be NPD, ILR or AO
- Start Date – if applicable
- End Date – if applicable
- Award Date – Date of the Award or Achievement

All of the above details are held in columns which can be sorted, using the down arrow, either in ascending (first select) or descending (second select) order. If several pages of records are available for the displayed learner, then all records are used within the sorting process and redisplayed.

The Credits and Units can be viewed by selecting the *Credit and Units* tab **(79)**, showing the list of credits and units along with Level, Grade, Credit and Award Date. Once again all the columns can be sorted by selecting the down arrow on the header of each column name.

Viewing learner: Andrew Jackson      ULN: 2011201089      Date of birth: 07 Oct 1992

[View learner profile](#) | [View personal learning record](#) | [Create a report](#) | [Find a QCF qualification](#)

**View Personal Learning Record**

[Why report a problem?](#) [Report a problem](#)

Subject	Level	Grade	Credit	Award date
<a href="#">Housing Policy and Affordable Housing</a>	Level 3	Pass	3	08/02/2012
<a href="#">How to Assemble Equipment to Aid Nuclear Decommissioning</a>	Level 2	Pass	2	02/12/2011
<a href="#">Working in Business Administration</a>	Entry Level	Pass	3	01/12/2011
<a href="#">Edexcel Entry Level Award in Sales and Customer Service (Entry 3) (QCF)</a>	Entry Level	Pass	6	24/11/2011
<a href="#">Edexcel Entry Level Award in Health and Social Care (Entry 3) (QCF)</a>	Entry Level	Pass	6	24/11/2011

**Screenshot 68 – QCF credits and units**

All the subjects have a hyperlink **(80)** which can be selected to view more information on that particular subject or qualification:

## View Personal Learning Record

### 1st4sport Level 1 Award In Coaching Rugby Union (QCF)

Grade:  
Status: Final  
Under data challenge: No  
Start date: 01 Oct 2010  
Finish date:  
Award date: 08 Apr 2011  
Provider:  
Awarding Body: Pearson Education Ltd

#### About this record:

Date recorded: 08 Apr 2011  
Recorded by:  
Last updated:  
Updated by:  
Source: AO

#### About this Qualification

Qualification type: QCF  
Level: Level 1  
Number: 501/1817/1  
Owning organisation: 1st4sport Qualifications  
Sector subject area: 8.1 Sport, Leisure and Recreation  
Grading type: Pass  
Minimum guided learning hours: 30

[Where can I find out more about this qualification?](#)

[< Back to list](#)

### Screenshot 69 – View Personal Learning Record – qualification details

The source of the About this Qualification data is the Regulatory IT System (RITS).

You can also see the Status of the qualification; Provisional or Final and whether or not the qualification is Under data challenge. Only NQF qualifications can have a Status of Provisional. All QCF qualifications are treated as Final.

When Under data challenge. A View details hyperlink will become available which will redirect you to the View enquiries screen so you can see the current status.



### 4.3 Report a learning event problem

You can report a problem (also known as Data Challenge) for any of the PLR Learning Events. Selecting the '*Report a Problem*' button from the PLR display will present Step 1 within the process which will give a drop down box with a number of options:

- Information on one of the qualifications is wrong (see 4.3.1)
- One of the qualifications does not belong to this learner (see 4.3.2)
- A qualification is missing (see 4.3.3)
- One of the qualifications appear more than once (see 4.3.4)

#### View Personal Learning Record

##### Report a problem - Step 1

A Learning Event is a qualification or achievement that appears on the learner's Personal Learning Record (PLR) and a problem should be raised when a Learner Registration Body (LRB) has identified one of the following data issues:

- Some or all information on a qualification is wrong.
- A qualification does not belong to a particular learner.
- A qualification is missing.
- One or more qualification appears more than once.

When reporting a problem, remember that the PLR only displays Learning Events awarded after summer 2008. It is possible that data submitted after this date may be missing as it may not have been possible to uniquely match the learner with their Unique Learner Number (ULN).

Once you have selected an option from the drop down box, please complete as much detail as possible. This will help the LRS Customer Helpdesk to complete the investigation. We will be in touch shortly with a response.

##### [What information should I include?](#)

Which of these best describes the problem:

Select the problem	▼
Select the problem	
Information on one of the qualifications is wrong	
One of the qualifications does not belong to this learner	
A qualification is missing	
One of the qualifications appears more than once	

#### Screenshot 81 – Report a Learning Event problem – step 1

- When you are reporting a problem, remember that the Learning Events available are those **after** summer 2008. Even data after this date may be missing as it may not have been possible to uniquely match the learner with their qualification data from the data sources used to populate the record.
- Once you have selected an option from the drop down box, select *Next*. Each of the options will now be detailed over the next few pages.

#### 4.3.1 Information on one of the qualifications is wrong

- If one of the qualifications listed within the PLR does not have the correct details, then in Step 1, select '*Information on one of the qualifications is wrong*' from the drop down list. This could be used if the learning event appears in the PLR but the details are incorrect. Select *Next* to display the following screen.

#### View personal learning record

##### Report a problem - Step 2 of 4

Select the qualification or unit that you'd like to report.

Select	Subject ▼	Level ▼	Grade ▼	Credits ▼	Start date ▼	Award date ▼
<input type="radio"/>	Key Skills in Application of Number - level 2	Level 2		0	28/02/2009	14/05/2010
<input type="radio"/>	OCR Level 3 Advanced Subsidiary GCE in English Language	Level 3	A	0		01/07/2009
<input type="radio"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (QCF)	Entry Level		12	01/04/2009	02/02/2011
<input type="radio"/>	1st4sport Level 1 Award In Coaching Basketball (QCF)	Level 1		7	01/01/2011	02/02/2011
<input type="radio"/>	Contribute to the organisation and delivery of a Tag Rugby event for young people	Level 2		3		01/03/2011
<input type="radio"/>	Managing Sports Volunteers	Level 3		5		01/03/2011
<input type="radio"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		27/02/2011
<input type="radio"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (QCF)	Entry Level		12	01/04/2009	28/02/2011
<input type="radio"/>	1st4sport Level 1 Award In Coaching Basketball (QCF)	Level 1		7	01/01/2011	01/02/2011
<input type="radio"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		01/03/2011

Show  1 2 3 4 5 6 7 8 **Next >>**

Cancel

Previous

**Next**

#### Screenshot 82 – Report a Learning Event problem – qualification wrong - step 2

- You are requested to choose the qualification that you are reporting by selecting the appropriate radio button in the '*Select*' column and then select '*Next*' to proceed to the next stage of the process (**82**). **Note** that there may also a separate '*Next*' button for further pages of qualifications.

View personal learning record

### Report a problem - Step 3 of 4

We require further information to help the investigation of your enquiry.

If some or all of values on the Learning Event are incorrect please:

- enter the proposed values you believe they should be and click **Next**,
- otherwise to go back click **Previous** or click **Cancel** to abandon the enquiry entirely.

#### Awarded Unit Credits

	Existing	Proposed
Awarding body	Assessment and Qualifications Alliance	Assessment and Qualifications Alliance
Qualification level		
Aim title *	AQA Level 3 Advanced Subsidiary GCE in Biology	AQA Level 3 Advanced Subsidiary GCE in E
Qualification ref	1010	1010
Achieved date	01/07/2009	1 July 2009
Achieved grade	D	D
Credit value	0	0
Language for assessment		

**Important** You should only propose a change to your Learning Event if it does not match your certificate from the Awarding Body.  
This enquiry service does not process grade appeals.

Mandatory fields are marked with an asterisk (\*)

Cancel

Previous

Next

### Screenshot 83 – Report a Learning Event problem – qualification wrong – step 3

- The details of the chosen qualification appear in a form allowing you to edit the fields, so that correct information can be entered, for that learning event. Changes should only be made if they do not match Awarding Organisation certificates. Enter the changes and then select 'Next' **(83)**.

- More details should be entered to help provide more information to help resolve the issue with the qualification details.

#### View personal learning record

#### Report a problem - Step 4 of 4

Please tell us anything that might help us resolve the problem

The Qualification Title and details are correct except the grade.  
The grade should be 'A' instead of 'D'

[What kind of information will help?](#)

We might need to contact you to help resolve the issue. Please provide your name and a means of contacting you.

Name \*

Email address

Telephone

[Cancel](#)

[Previous](#)

[Finish](#)

#### Screenshot 70 – Report a Learning Event problem – qualification wrong – step 4

- You must provide a valid name (your name rather than the name of the learner that you are entering the problem for), valid email address and/or valid telephone number in order to progress. Name and at least one other field must be completed. **Note** if you would like the enquiry to come back to another member of staff, their details can be entered in here.
- Select '*Finish*' **(84)**.
- Once your enquiry has been successfully submitted, you will see an enquiry reference number **(85)**; make a note of this number in case you need to contact the LRS Customer Helpdesk.

[View personal learning record](#)

[Report a problem](#)

Thank you. Your enquiry has been successfully submitted.

We will contact you when the issue has been resolved or for further information. If you need to contact the LRS Customer Helpdesk, please quote the following reference.

201120108900054

[Continue](#)

**Screenshot 85 – Report a Learning Event problem – qualification wrong – successfully submitted**

- Select '*Continue*' to return to Report a Problem step 1 (**85**).

#### 4.3.2 A learning event does not belong to the learner

- If one of the qualifications listed within the PLR does not belong to the learner, select '*One of the Qualifications does not belong to this learner*' from the drop down list. The following screen is displayed **(86)**:

View personal learning record

Report a problem - Step 2 of 4

Select the qualification or unit that you'd like to report

Select	Subject ▼	Level ▼	Grade ▼	Credits ▼	Start date ▼	Award date ▼
<input type="radio"/>	Key Skills in Application of Number - level 2	Level 2		0	28/02/2009	14/05/2010
<input type="radio"/>	OCR Level 3 Advanced Subsidiary GCE in English Language	Level 3	A	0		01/07/2009
<input type="radio"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (QCF)	Entry Level		12	01/04/2009	02/02/2011
<input type="radio"/>	1st4sport Level 1 Award In Coaching Basketball (QCF)	Level 1		7	01/01/2011	02/02/2011
<input type="radio"/>	Contribute to the organisation and delivery of a Tag Rugby event for young people	Level 2		3		01/03/2011
<input type="radio"/>	Managing Sports Volunteers	Level 3		5		01/03/2011
<input type="radio"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		27/02/2011
<input type="radio"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (QCF)	Entry Level		12	01/04/2009	28/02/2011
<input type="radio"/>	1st4sport Level 1 Award In Coaching Basketball (QCF)	Level 1		7	01/01/2011	01/02/2011
<input type="radio"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		01/03/2011

Show 10 results
1 2 3 4 5 6 7 8 Next >>

Cancel

Previous
Next

#### Screenshot 86 – Report a Learning Event Problem – qualification not learners – step 2

- You are requested to choose the qualification that you are reporting by selecting the appropriate radio button in the '*Select*' column and then select '*Next*' to proceed to the next stage of the process **(86)**. **Note** that there may also a separate '*Next*' button for further pages of qualifications.

- The record that is being challenged as not belonging to the learner is displayed. This gives the opportunity to check the details and cancel or go to the previous screen.

#### View personal learning record

##### Report a problem - Step 3 of 4

We require further information to help the investigation of your enquiry.

If some or all of values on the Learning Event are incorrect please:

- check the following Learning Event is indeed not yours and click **Next**,
- otherwise to go back click **Previous** or click **Cancel** to abandon the enquiry entirely.

#### Learning Event

Aim title	OCR Level 3 Advanced Subsidiary GCE in English Language	Level	Level 3
		Reference number	5030
Achieved grade	A	Achieved date	1-7-2009
Language for assessment		Credit value	0

Cancel

Previous

Next

#### Screenshot 87 – Report a Learning Event Problem – qualification not learners – step 3

- Once the details have been verified, select the 'Next' button **(88)**.

#### View personal learning record

##### Report a problem - Step 4 of 4

Please tell us anything that might help us resolve the problem

This Qualification does not belong to this learner

[What kind of information will help?](#)

We might need to contact you to help resolve the issue. Please provide your name and a means of contacting you.

Name \*

Mr A Smith

Email address

a.smith@skillsauthority.com

Telephone

01418143700

Cancel

Previous

Finish

#### Screenshot 71 – Report a Learning Event Problem – qualification not learners – step 4

- You must provide a valid name (your name rather than the name of the learner that you are entering the problem for), valid email address and/or valid



telephone number in order to progress. At least two fields need to be completed. **Note** If you would like the enquiry to come back to another member of staff their details can be entered in here **(88)**.

- Select the '*Finish*' button to complete the process and receive your reference number - make a note of this number in case you need to contact the LRS Customer Helpdesk **(88)**.

[View personal learning record](#)

[Report a problem](#)

Thank you. Your enquiry has been successfully submitted.

We will contact you when the issue has been resolved or for further information. If you need to contact the LRS Customer Helpdesk, please quote the following reference.

201120108900053

[Continue](#)

**Screenshot 88 – Report a Learning Event Problem – qualification not learners – successfully submitted**

15. Select '*Continue*' to return to Report a Problem, Step 1 **(89)**.

### 4.3.3 A missing learning event

- If one of the qualifications is missing, select '*A Qualification is missing*' from the drop down list. A similar screen to the one shown below will be displayed.

View personal learning record

Report a problem - Step 2 of 3

We require further information to help the investigation of your enquiry.

If you are missing a Learning Event that you have participated in and believe should be on your Personal Learning Record and you know the correct values please:

- enter the proposed values and click **Next**,
- otherwise to go back click **Previous** or click **Cancel** to abandon the enquiry entirely.

Learning Event

	Proposed
Provider *	<input type="text"/>
Awarding body	<input type="text"/>
Type	<input type="text"/>
Aim title *	<input type="text"/>
Qualification ref	<input type="text"/>
Start date	<input type="text"/> <input type="text"/> <input type="text"/>
End date	<input type="text"/> <input type="text"/> <input type="text"/>
Achieved grade	<input type="text"/>
Achieved date	<input type="text"/> <input type="text"/> <input type="text"/>
Credit value	<input type="text"/>

Mandatory fields are marked with an asterisk (\*)

Cancel Previous Next

#### Screenshot 90 – Report a Learning Event Problem – missing event – step 2

- Two fields are mandatory – the Provider and the Aim Title **(88)**. Other information that would be useful, if appropriate, are Name of the Awarding Body, Type, Qualification Reference, Start and End Dates, Achieved Grade, Achieved Date and Credit Value. **Note** Remember events will only be shown since summer 2008.
- After entering as much additional information as possible, select '*Next*' **(90)**.

[View personal learning record](#)

### Report a problem - Step 3 of 3

Please tell us anything that might help us resolve the problem

Missing qualification from Open University  
History through the Ages

[What kind of information will help?](#)

We might need to contact you to help resolve the issue. Please provide your name and a means of contacting you.

Name \*

Mr A Smith

Email address

a.smith@skillsauthority.com

Telephone

01418143700

[Cancel](#)

[Previous](#)

[Finish](#)

### Screenshot 91 – Report a Learning Event Problem – missing event – step 3

- You must provide a valid name (your name rather than the name of the learner that you are entering the problem for), valid email address and/or valid telephone number in order to progress **(91)**. At least two fields need to be completed. **Note** If you would like the enquiry to come back to another member of staff their details can be entered in here.
- Select '*Finish*'. Once your enquiry has been successfully submitted you will see an enquiry reference number **(91)**, make a note of this number in case you need to contact the helpdesk or you are raising a number of problems.

[View personal learning record](#)

### Report a problem

Thank you. Your enquiry has been successfully submitted.

We will contact you when the issue has been resolved or for further information. If you need to contact the LRS Customer Helpdesk, please quote the following reference.

201120108900052

[Continue](#)

### Screenshot 92 – Report a Learning Event Problem – missing event – successfully submitted

- Select '*Continue*' to return to Report a Problem step 1 **(92)**.

#### 4.3.4 A Duplicate learning event

- If one of the qualifications is duplicated, select '*One of the qualifications appears more than once*'. A similar screen to the one shown below will be displayed.

View personal learning record

#### Report a problem - Step 2 of 3

Select the qualification(s) or unit(s) that you'd like to report.

Select	Subject ▼	Level ▼	Grade ▼	Credits ▼	Start date ▼	Award date ▼
<input type="checkbox"/>	Key Skills in Application of Number - level 2	Level 2		0	28/02/2009	14/05/2010
<input type="checkbox"/>	OCR Level 3 Advanced Subsidiary GCE in English Language	Level 3	A	0		01/07/2009
<input type="checkbox"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (QCF)	Entry Level		12	01/04/2009	02/02/2011
<input type="checkbox"/>	1st4sport Level 1 Award In Coaching Basketball (QCF)	Level 1		7	01/01/2011	02/02/2011
<input type="checkbox"/>	Contribute to the organisation and delivery of a Tag Rugby event for young people	Level 2		3		01/03/2011
<input type="checkbox"/>	Managing Sports Volunteers	Level 3		5		01/03/2011
<input type="checkbox"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		27/02/2011
<input type="checkbox"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (QCF)	Entry Level		12	01/04/2009	28/02/2011
<input type="checkbox"/>	1st4sport Level 1 Award In Coaching Basketball (QCF)	Level 1		7	01/01/2011	01/02/2011
<input type="checkbox"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		01/03/2011

Show 10 results 1 2 3 4 5 6 7 8 Next >>

Cancel

Previous

Next

#### Screenshot 92 – Report a Learning Event Problem – duplicate event – step 2

- Select the two qualifications which you wish to report (two events need to be selected, in order to proceed to the next stage of the procedure) **(92)**. There are some circumstances where the same qualification has been provided by two different sources and it may not be possible to delete one of these events at this time.
- Select '*Next*' **(92)**.

[View personal learning record](#)

### Report a problem - Step 3 of 3

Please tell us anything that might help us resolve the problem

Two of the learning events are the same, with two records for the same qualification.  
AGA Level 3 in Biology

[What kind of information will help?](#)

We might need to contact you to help resolve the issue. Please provide your name and a means of contacting you.

Name \*

Email address

Telephone

[Cancel](#)

[Previous](#)

[Finish](#)

### Screenshot 93 – Report a Learning Event Problem – duplicate event – step 3

- The rest of the process is similar to the incorrect Learning Event. Any additional information is useful: especially the establishment where the learner was studying for the qualification and the data feed the event had been loaded from **(94)**.
- You must provide a valid name (your name rather than the name of the learner that you are entering the problem for), valid email address and/or valid telephone number in order to progress **(93)**. At least two fields need to be completed. **Note** If you would like the enquiry to come back to another member of staff their details can be entered in here.
- Select the '*Finish*' button to complete the process and receive your reference number - make a note of this number in case you need to contact the LRS Customer Helpdesk **(93)**.

View personal learning record

Report a problem

Thank you. Your enquiry has been successfully submitted.

We will contact you when the issue has been resolved or for further information. If you need to contact the LRS Customer Helpdesk, please quote the following reference.

201120108900052

Continue

**Screenshot 94 – Report a Learning Event Problem – duplicate event – successfully submitted**

- Select *Continue* to return to Report a Problem step 1 **(94)**.

To view the enquiries raised, please refer to [Section 3.7 View Data Challenge history – Report ULN or Learning Event problems](#).

## 4.4 Create a report

- A report can be created for one or more records from the Personal Learning Record. This is accessed via the *Create a Report* tab on the PLR screen **(95)**.

You are here: [View Personal Learning Record](#) > Create Report

Viewing learner: Andrew Jackson

ULN: 2011201089

Date of birth: 07 Oct 1992

[View Personal Learning Record](#) | [View learner profile](#) | [Create a report](#) | [Find a QCF qualification](#)

### Create a report

Select the qualification(s) and/or unit(s) below for your report.

Include in report?	Award date ▼	Subject ▼	Level ▼	Grade ▼
<input type="checkbox"/>	01/07/2008	OCR Advanced Level Free-Standing Mathematics Qualification: Additional Mathematics		A
<input checked="" type="checkbox"/>	01/07/2009	AQA Level 3 Advanced Subsidiary GCE in Biology		D
<input checked="" type="checkbox"/>	01/07/2009	OCR Level 3 Advanced Subsidiary GCE in English Language		A
<input type="checkbox"/>	01/01/2010	Ascentis Entry Level Award In An Introduction to the Hair and Beauty Sector (Entry 3) (QCF)	Entry Level	
<input type="checkbox"/>	13/04/2010	Certificate in Business and Administration (Organisations and People)		

[View my report](#)

[Download Adobe Acrobat Reader to view your report](#)

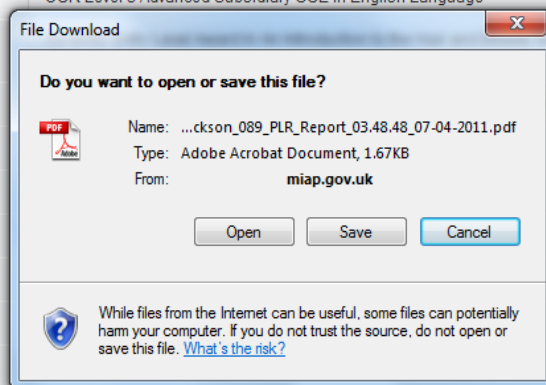
The PLR may display duplicate instances of learning events as events may be reported from different sources.

### Screenshot 72 – Create a report (PLR)

- Selecting this option will give a display with all the qualifications and events listed in date order. There are check boxes on the left hand side of each record - initially all are ticked ready for reporting. If there are any of the records that you do not wish to see in the report, simply untick the relevant check boxes **(95)**.
- The report will be displayed in PDF format – if you need to download a viewer for a PDF, select the hyperlink to ‘*Download Adobe Acrobat Reader to view your report*’ and follow the instructions on the screen **(95)**.
- When this is completed, simply select ‘*View my Report*’ **(95)**. The following screen is displayed:



<input checked="" type="checkbox"/>	01/07/2009	AQA Level 3 Advanced Subsidiary GCE in Biology	
<input checked="" type="checkbox"/>	01/07/2009	OCR Level 3 Advanced Subsidiary GCE in English Language	
<input type="checkbox"/>	01/01/2010		Entry Level
<input type="checkbox"/>	13/04/2010		
<input type="checkbox"/>	20/04/2010		
<input type="checkbox"/>	14/05/2010		
<input type="checkbox"/>	01/07/2010		
<input type="checkbox"/>	01/07/2010		
<input type="checkbox"/>	01/10/2010		
<input type="checkbox"/>	08/10/2010		
<input type="checkbox"/>	01/02/2011	1st4sport Level 1 Award In Coaching Basketball (OCF)	Level 1



**Screenshot 96 – Create a report (PLR) – select qualifications**

- The report can be saved for future use or opened immediately by selecting open from the file download window. Selecting 'Open' will present the report in PDF form, giving a read only version of the report. From here you can save and / or print the report as required **(96)**.
- Below is an example report **(97)**.

## Personal Learning Record

### Andrew Jackson

### 2011201089

#### Learning Events

Provider	Awarding Body	Type	Aim Description	Start Date	End Date	Grade	Award Date
WJEC	Assessment and Qualifications Alliance	GCE AS level	AQA Level 3 Advanced Subsidiary GCE in Biology			D	01/07/2009
WJEC	Oxford, Cambridge & RSA Exams	GCE AS level	OCR Level 3 Advanced Subsidiary GCE in English Language			A	01/07/2009

PROTECT - PERSONAL

**Screenshot 97 – View report (PLR) - PDF**

#### 4.5 Audit information on viewing a PLR

An audit record of who has viewed a learner's PLR is held within the LRS and can be accessed by contacting LRS Customer Helpdesk. This information will only be made available to the learner themselves, in line with guidance from the Information Commissioners Office (ICO). For a learner to request this information they must be able to:

- Provide their ULN, Family Name and Given Name (exactly as entered in the LRS), or
- If the learner has logged onto the Learner Portal provide their ULN and be able to provide the answer to their secret question. (This will have been created when they first logged onto the Learner Portal)

If the learner cannot provide this information the LRS Customer Helpdesk will not be authorised to disclose the information.

#### 4.6 Key points from this section

- This section is for Learner Registration Bodies only.
- The Personal Learning Record holds learners' awards, learning achievements and qualifications.
- Data for the PLR is obtained from the National Pupil Database (NPD), Periodic Individualised Learner Record (ILR), QCF qualifications and National Qualification Framework (NQF) qualifications.
- Learners must read the Privacy Notice and can choose to opt-out of sharing their data.
- A Learning Event Problem is where information on one of the qualifications is wrong, qualification does not belong to a learner, a qualification is missing or a qualification appears more than once.
- Create a report of a learner's qualifications and events.

## 5. Find a QCF qualification

The Welcome screen, presents a form for the Find a QCF Qualification function, available to a Learner Registration Body (LRB) Online User and LRB View Only User. This feature allows you to browse QCF Qualifications and to select Units which will make up a qualification.

The Qualifications and Credit Framework is a new way of recognising achievement through the award of credit for the achievement of units and qualifications. This function is designed to give quick and easy access to Qualifications within the QCF and to give LRS Users the opportunity to search and produce suitable combinations.

There are two versions of the Find a QCF Qualification – a search that links to a learner's achieved units and a generic search that does not use any information within a learner's PLR.

The Find a QCF Qualification can be developed into Rules of Combination enquiries. The Rules of Combination refer to regulatory rules around how QCF qualifications must be designed. These rules, in combination with the design of the qualification, determine what credits a learner must achieve to be considered to award for a qualification.

## 5.1 Find a QCF qualification – generic (anonymous)

This part of the guide concentrates on the generic option and is suitable for a one on one discussion or for group sessions when carrying out careers advice.

### Find a learner by ULN

Mandatory fields are marked with an asterisk (\*)

ULN \*

Given Name \*

Family Name \*

[More search options](#)

### Find a QCF qualification

Keyword:

Level:

Size:

Sector Subject Area:

[More search options](#)

### Latest information

#### Release 6

We are pleased to announce that Release 6 of the LRS was successfully deployed this weekend. Take a look at the Release Note for more information.

#### Top tips Reminder - Improving your search for learners

**Date of birth** Swapping the Month and Day around (if less than or equal to 12) or using the first of the month (01-MM-YYYY)

**Postcodes** Searching using a previous postcode for the person, or their parent's postcode.

**Preferred name** Searching using their preferred or nickname as the Given Name.

**Swap Given Name and Family Name** Swapping the Given Name and Family Names around, or using their middle name as their Given Name.

**Swap Previous Family Name** Searching using the learner's previous family name.



### What's new?

Release 6 deployed on 14 January 2012 is the latest version of the Learning Records Service (LRS) Organisation Portal.

Improvements include:

- The ability to print the Find a QCF qualification screens
- Improved error messages on the View learner profile – edit screen and Register learner (accessed via the exception handling process)
- Enhancement of password configuration so 8 characters are now required

### Screenshot 98 – Find QCF qualification – quick search (welcome page)

- The search allows you to enter a number of fields to help pinpoint relevant qualifications **(98)**. If the LRS finds more than 100 records, an error message is displayed and the search is re-displayed to allow you to refine the search criteria.

**Find a QCF qualification**

Add in a keyword or to search for any subject, leave the **keyword** field blank. Only return qualifications that contain these units.

Keyword:  No units to display

Reference code:

Level:

Size:

Sector subject area:

Offered in:

☐ England

☐ Northern Ireland

☐ Wales

**Search**

**Screenshot 99 – Find a QCF qualification search**

- Initially there are five search fields plus a number of country 'check boxes', unless you select 'More Search Options' or the query returns the screen with the warning shown above. 'More Search options' would be used if you knew the Reference code of the qualification **(99)**. The search fields include:
  - **Keyword Search** – performs an exact match on the data entered with information within the title of the qualification. If more than one word is entered, then these words must appear exactly in the order as entered on the screen.
  - **Reference Code** – the reference code is in the form '999/9999/9', must be entered with the slashes and needs to match exactly with a code held within the LRS.
  - **Level** – All qualifications have a level between Entry Level and level 8. The level is chosen from options within a drop down box.
  - **Size** – volume of learning. There are three types of qualification size:
    - Awards (1 to 12 credits)
    - Certificates (13 to 36 credits)
    - Diplomas (37 credits or more)
  - **Sector Subject Area** – again the valid options come from a drop down selection list and are used to find qualifications within sectors which correspond to relevant subjects.
  - **Offered In** – the country codes regulated by Ofqual are listed and they are England, Wales and Northern Ireland. More than one can be selected using the appropriate check boxes.

To proceed you must select and enter, one of 'Keyword', 'Reference Code' or 'Subject Sector Area'; entering more than one field narrows down the search. Select Search.

- The search results screen shows all of the matching qualifications. Each of the qualifications displays with a Reference Number, the Qualification Title, the Level of the Qualification and the Total Credits required to achieve the qualification.
- You can sort the results by selecting on the column title, once for ascending order, with a second select giving descending order. There may be a number of pages of information and you can select 'View All' from the 'Show' dropdown box to display all selections found or choose a page number or 'Next' to move to the following page of information. Selecting Export to PDF will generate a PDF report detailing the search results and search criteria. This may be viewed, downloaded or printed. The PDF report will be compatible with the PDF file format (Adobe Acrobat Reader v5.0 and above).
- You will notice that the Viewing learner details, ULN and Date of birth are all blank throughout this function as this is a generic search – it makes no reference to any learner record information.

#### Find a QCF qualification

These are the courses that match your search:  
Click on the qualification you'd like to see in more detail.

Reference ▼	Qualification title ▼	Level ▼	Size ▼	Total credits ▼	
501/0011/9	<a href="#">derived_Edexcel Limited_qualification_1</a>	QL2	Aea	0	
501/0020/9	<a href="#">derived_Edexcel Limited_qualification_10</a>	QL1	Aea	0	
501/0012/9	<a href="#">derived_Edexcel Limited_qualification_2</a>	QL3	Aea	0	
501/0013/9	<a href="#">derived_Edexcel Limited_qualification_3</a>	QL4	Aea	0	
501/0014/9	<a href="#">derived_Edexcel Limited_qualification_4</a>	QL5	Aea	0	
501/0015/9	<a href="#">derived_Edexcel Limited_qualification_5</a>	QL6	Aea	0	
501/0016/9	<a href="#">derived_Edexcel Limited_qualification_6</a>	QL7	Aea	0	
501/0017/9	<a href="#">derived_Edexcel Limited_qualification_7</a>	QL8	Aea	0	
501/0018/9	<a href="#">derived_Edexcel Limited_qualification_8</a>	QL9	Aea	0	
501/0019/9	<a href="#">derived_Edexcel Limited_qualification_9</a>	QL10	Aea	0	
500/6593/2	<a href="#">EDEXCEL BTEC Level 1 Certificate in Land-based Studies (QCF)</a>	1	Aea	13	
500/9385/X	<a href="#">EDEXCEL BTEC Level 1 Certificate in Sustainability Skills</a>	1	Aea	13	

Refine your search:

Keyword:

Reference code:

Size:

Sector subject area:

Offered in:

☐ England

☐ Northern Ireland

☐ Wales

[More search options](#)

Show 10 results 1 2 Next >>

Export To PDF

#### Screenshot 100 – Find a QCF qualification – successful search

- Each of the qualification titles appear as a hyperlink **(100)**. Choosing this link will open a further screen with more details on the qualification section showing the qualification's structure. Select one of the hyperlinks in the *Qualification Title* column to open the Find a QCF Qualification results screen to view available qualification options.
- In this example, take the qualification at the foot of the page.
- The next screen is displayed with two separate sections **(101)**. The first part of the screen displays more information 'About this Qualification'. This first section displays information from the selection process and further associated details including the name of the owning organisation, the Level of the qualification, Sector Subject Area, Grading Structure, Total Credits, Minimum Credits at Level and Minimum Guided Learning Hours. This information can be hidden by selecting the toggle, '-', and expanded by selecting '+'.

Find a QCF Qualification

(EDEXCEL BTEC Level 3 Certificate in Using IT (QCF)) [< Back to list](#)

- About this qualification:

Owning organisation: Edexcel Limited

Level: Level 3

Sector subject area: 6.2 ICT for Users

Grading structure: P/M/D/D\*

Total credits: 30

Minimum credits at level: 1

Minimum guided learning hours: 185

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#) [The calculation is not working as expected](#) [Calculate](#)

Qualification credits	Minimum credits at Level 3: 0 / 1	Total credits: 0 / 30
- Group <b>CGM 0 (CompoundGroup Mandatory 0)</b> Min credits: 0 / 30		
+ Group <b>A (Mandatory Units)</b> Min credits: 0 / 5		
+ Group <b>B (Optional Units)</b> Min credits: 0 / 25		
Qualification credits	Minimum credits at Level 3: 0 / 1	Total credits: 0 / 30

[Default to view](#) [Expand all](#) [Back to top](#) [The calculation is not working as expected](#) [Calculate](#)

[Export To PDF](#)

[Download Adobe Acrobat Reader to view your report](#)

#### Screenshot 101 – Find a QCF qualification - credits

- The lower part of the screen displays the structure of the qualification **(102)**. It shows the grouping of the units and also group, which can also



be compound groups. The qualification information has a header and a footer called the Qualification Credits line, which is initially dark grey and changes to green when the Rules of Combination are calculated and equal to or greater than the Minimum Credits and Minimum Credits at Level.

- Each Group can have minimum credit, maximum credit, minimum components and maximum components. The minimum credits and minimum components for each group are displayed on the screen. The maximum constraints (limits to overachievement) are also used when calculating the levels of credit.
- You have the choice to either open up a single group or all the displayed groups. Selecting '+', shown alongside a group will open display all the details of that group, whereas selecting '*Expand all*' will expand all groups within the qualification.
- The Total Credit and Credit at Level that must be met are shown in the header line and are the aggregate of the various credits that are selected using the check boxes, displayed between the level and the amount of credit for that unit.
- The 'Minimum Credit at Level' must also be achieved – credits for units may be awarded at different levels. This value is the amount of the total credit that must be at this level of the qualification or above. (At a minimum this will be 51% of the total credit but may be more).

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#) [The calculation is not working as expected](#) [Calculate](#)

Qualification credits	Minimum credits at Level 4: 0 / 0	✓	Total credits: 0 / 4
- Group (Health Emergency Planning) Min units: 0 / 2 Min credits: 0 / 4			
<a href="#">J/502/7588</a> Collaborative working in Emergency Planning)	Level 4	<input checked="" type="checkbox"/>	2 Required
<a href="#">L/502/7589</a> (Introduction to Integrated Emergency Management)	Level 4	<input checked="" type="checkbox"/>	2 Required
Qualification credits	Minimum credits at Level 4: 0 / 0	✓	Total credits: 0 / 4

[Default to view](#) [Expand all](#) [Back to top](#) [The calculation is not working as expected](#) [Calculate](#)

[Export To PDF](#)

[Download Adobe Acrobat Reader to view your report](#)

#### Screenshot 102 – Find a QCF qualification - calculate

- Selecting 'Default to View' will return the display to the default view and has the opposite effect of '*Expand All*'. Some qualifications can have many group and units. For qualifications that may be displayed over several screens, the 'back to top' option can be selected to return to the first screen. Selecting

Export to PDF will export the results to a PDF file that will reflect the state of the screen as it was when it was last calculated. Screen changes after the last calculation are not reflected in the report. More information can be retrieved from the Ofqual portal on the Units displayed, including the Learning Outcome and Assessment Criteria of the units.

- Select a hyperlinked 'Unit Code' (highlighted by a red circle) **(101)** will open up a link to the Ofqual record.



The Register of Regulated Qualifications

[The Register](#)  
[Search Organisations](#)  
[Search Qualifications](#)  
[Search Units](#)  
[Search Diplomas](#)

## The Register of Regulated Qualifications

Unit	
Reference Number	J/502/7588
Qualification Framework	QCF
Title	Collaborative working in Emergency Planning
Unit Level	Level 4
Unit Sub Level	None
Guided Learning Hours	14
Unit Credit Value	2
Date of Withdrawal	
SSAs	1.3 Health and Social Care
Unit Grading Structure	Pass
Assessment Guidance	None

Learning Outcomes and Assessment Criteria	
Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Understand the requirements relating to collaborative working between different organisations involved in emergency planning	1.1 State the legislative and governance requirements that relate to organisations concerned with emergency planning 1.2 Describe the structure of three organisations that have a role in emergency planning; to include two that are Category 1 and one that is Category 2 1.3 Explain one positive and one negative factor that may affect collaborative working between organisations
2 Understand the principles governing sharing of information between organisations	2.1 1.1 Explain how legislation, procedures and protocols control the sharing of information between organisations 2.2 State the benefit for preparedness, response and recovery of organisations sharing information

### Screenshot 103 – Find a QCF qualification – Ofqual link to reference number

- Returning to the expanded qualification credit screen, select the relevant unit check boxes. Some of the units may be required (highlighted by a red circle) **(102)** to achieve qualification for that unit while others are optional.
- Once you have selected your options, select 'Calculate' (highlighted by a red circle) **(102)**. The calculate button will recompute the credits at the various points in the structure of the qualification. You can go back into the group structure to select more options.

- About this qualification:

Owning organisation: Royal Society for Public Health

Level: Level 4

Sector subject area: 1.3 Health and Social Care

Grading structure: Pass

Total credits: 4

Minimum credits at level: 0

Minimum guided learning hours: 28

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#)

[The calculation is not working as expected](#)

[Calculate](#)

Qualification credits	Minimum credits at Level 4: 4 / 0 ✓	Total credits: 4 / 4 ✓	✓
+ Group (Health Emergency Planning) Min units: 2 / 2 ✓ Min credits: 4 / 4 ✓			✓
Qualification credits	Minimum credits at Level 4: 4 / 0 ✓	Total credits: 4 / 4 ✓	✓

[Default to view](#) [Expand all](#) [Back to top](#)

[The calculation is not working as expected](#)

[Calculate](#)

[Export To PDF](#)

[Download Adobe Acrobat Reader to view your report](#)

#### Screenshot 104 – Find a QCF qualification – successful outcome

- The Rules of Combination can cause a huge calculation process to ensure that all combinations are evaluated, especially where the learner has over achieved by having more credits than are required. When this happens the calculation has to choose which of the learners credits best meets the constraints of the group / qualification. Occasionally it may indicate that the qualifications criteria have not been met when in fact there is a successful outcome.
- The calculation can **never** indicate that the constraints have been met when they have not.
- There is a hyperlink to access more help by choosing 'The calculation is not working as expected'.
- The option 'Back to List' will return you to the list of selected qualifications.

## 5.2 Find a QCF qualification – learner’s PLR details

- This is the Find a QCF Qualification for users with access to the PLR and displaying details of learners who have agreed to share their PLR. Entry to this option is available from within the PLR by selecting the ‘*Find a QCF Qualification*’ hyperlink.
- You will notice from the screen below **(105)**, that the learner’s name, ULN and Date of Birth are displayed at the top of the page and any Qualifications and Units are displayed on the right hand side of the page.

Viewing learner: [Andrew Jackson](#) ULN: [2011201089](#) Date of birth: [07 Oct 1992](#)  
[View learner profile](#) | [View personal learning record](#) | [Create a report](#) | [Find a QCF qualification](#)

Find a QCF qualification

Add in a keyword or to search for any subject, leave the keyword field blank.

Keyword:

Reference code:

Level:

Size:

Sector subject area:

Offered in:

☐ England

☐ Northern Ireland

☐ Wales

Only return qualifications that contain these units.

☐ Contribute to the organisation and delivery of a Tag Rugby event for young people

☐ Managing Sports Volunteers

☐ Managing Your Role as a Sports Volunteer Manager

☐ Conclude and review Physical Education and School Sport activities

☐ Read predictable Mandarin Chinese text in familiar work situations

☐ Advanced mathematics and science

☐ Metal Door And Frame Systems In Fire Resistant Glazing

☐ Mental health problems and the main interventions and approaches that are used with older people

☐ Introduction to Construction Work: Entry 3

☐ Introduction to Retail: Level 1

☒ Assessment, care and support planning and risk management to promote the wellbeing and mental health of older people

☐ Speaking Confidently at Work

☐ Working in Business Administration

☐ How to Assemble Equipment to Aid Nuclear Decommissioning

☐ Housing Policy and Affordable Housing

[Search](#)

### Screenshot 105 – Find a QCF qualification – search using learner units

- The process is very similar to the generic version, but this time any of the qualifications can be selected and used within the search, for a suitable qualification(s). The search will only select qualifications that include ‘checked’ unit or qualification and the entered values in Keyword, Reference Code, Level, Size, Sector Subject Area and Country (Offered in). As per the generic version you may Export to PDF, which will generate a PDF report detailing the search results and search criteria. This may be viewed,

downloaded or printed. The PDF report will be compatible with the PDF file format (Adobe Acrobat Reader v5.0 and above)

- In this example, we have entered the word search 'Teach' as a keyword and selected the unit 'Preparing to Teach in the Lifelong Learning Sector'. Several qualifications are found, as shown in the screen below.

Viewing learner: [Andrew Jackson](#) ULN: [2011201089](#) Date of birth: [07 Oct 1992](#)

[View learner profile](#) | [View personal learning record](#) | [Create a report](#) | [Find a QCF qualification](#)

**Find a QCF qualification**

These are the courses that match your search:  
Click on the qualification you'd like to see in more detail.

Reference ▼	Qualification title ▼	Level ▼	Size ▼	Total credits ▼
500/3982/9	<a href="#">City &amp; Guilds Level 3 Certificate in Promoting the Mental Health and Well-being of Older People (QCF)</a>	Level 3	Certificate	26

[Export To PDF](#)

[Download Adobe Acrobat Reader to view your report](#)

**Refine your search:**

Keyword:

Reference code:

Size:

Sector subject area:

Offered in:

☐ England

☐ Northern Ireland

☐ Wales

[More search options](#) [Search again](#)

**Screenshot 106 – Find a QCF qualification – results of learner unit search**

- All of the above have the selected unit, from the learner's PLR in the qualification and the word 'Teach' within the title.
- From this screen, we select the hyperlink for the qualification with reference number 500/3982/9 and the screen below is displayed.

Viewing learner: Andrew Jackson

ULN: 2011201089

Date of birth: 07 Oct 1992

[View learner profile](#)

[View personal learning record](#)

[Create a report](#)

[Find a QCF qualification](#)

## Find a QCF qualification

500/3982/9 (City & Guilds Level 3 Certificate in Promoting the Mental Health and Well-being of Older People (QCF))

[< Back to list](#)

### - About this qualification:

Owning organisation: City and Guilds of London Institute

Level: Level 3

Sector subject area: 1.3 Health and Social Care

Grading structure: Pass

Total credits: 26

Minimum credits at level: 26

Minimum guided learning hours: 180

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#)

[The calculation is not working as expected](#)

[Calculate](#)

Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26
- Group <b>CGM 0 (CompoundGroup Mandatory 0)</b> Min credits: 0 / 26		
+ Group <b>A (Mandatory)</b> Min credits: 3 / 19		
+ Group <b>B (Optional)</b> Min credits: 4 / 7		
Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26

[Default to view](#) [Expand all](#) [Back to top](#)

[The calculation is not working as expected](#)

[Calculate](#)

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## Screenshot 107 – Find a QCF qualification – learner credits

Note that in Group 1 (Mandatory Units) the Minimum Credits achieved are initially totalling 6 out of 18. (This is a reflection of the credits for the unit that the learner has already achieved).

The Qualification Credits line does not include credits until a whole group is achieved.

We have the option to expand each group, one at a time, or to '*Expand all*'. *Expand all* reveals units as in the screen shown below.



Viewing learner: Andrew Jackson

ULN: 2011201089

Date of birth: 07 Oct 1992

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## Find a QCF qualification

500/3982/9 (City & Guilds Level 3 Certificate in Promoting the Mental Health and Well-being of Older People (QCF))

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### About this qualification:

Owning organisation: City and Guilds of London Institute

Level:	Level 3	Sector subject area:	1.3 Health and Social Care	Grading structure:	Pass
Total credits:	26	Minimum credits at level:	26	Minimum guided learning hours:	180

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

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Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26
- Group <b>CGM 0 (CompoundGroup Mandatory 0)</b> Min credits: 0 / 26		
- Group <b>A (Mandatory)</b> Min credits: 3 / 19		
<a href="#">T/501/5971</a> (The principles and values that underpin the promotion of wellbeing and mental health with older people)	Level 3	<input type="checkbox"/> 3 Required
<a href="#">A/501/5972</a> (Wellbeing, mental health and older people)	Level 3	<input type="checkbox"/> 3 Required
<a href="#">R/501/5976</a> (Mental health problems and the main interventions and approaches that are used with older people)	Level 3	<input checked="" type="checkbox"/> 3 Achieved
<a href="#">J/501/5974</a> (Promoting wellbeing and mental health with older people)	Level 3	<input type="checkbox"/> 3 Required
<a href="#">F/501/5987</a> (The legal, policy and service framework in relation to promoting wellbeing and mental health with older people)	Level 3	<input type="checkbox"/> 4 Required
<a href="#">J/501/5988</a> (Communication and relationships to promote the wellbeing and mental health of older people)	Level 3	<input type="checkbox"/> 3 Required
- Group <b>B (Optional)</b> Min credits: 4 / 7		
<a href="#">R/501/5993</a> (Assessment, care and support planning and risk management to promote the wellbeing and mental health of older people)	Level 3	<input checked="" type="checkbox"/> 4 Achieved
<a href="#">L/501/5992</a> (Supporting older people with depression and anxiety)	Level 3	<input type="checkbox"/> 4 Optional
<a href="#">L/501/5989</a> (Working with carers, families and significant others to promote the wellbeing and mental health of older people)	Level 3	<input type="checkbox"/> 4 Optional
<a href="#">F/501/5990</a> (Supporting participation in meaningful activity and engagement with life to promote the wellbeing and mental health of older people)	Level 3	<input type="checkbox"/> 3 Optional
<a href="#">J/501/5991</a> (Supporting older people with dementia)	Level 3	<input type="checkbox"/> 4 Optional
Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26

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- **Note** again, how the Unit that was selected from the record is shown as achieved and the check box is already 'greyed out' and selected.

<a href="#">A/500/8956</a> (Principles and Practice of Assessment)	Level 3	<input type="checkbox"/> 3	Required
<a href="#">M/500/4418</a> (Preparing to Teach in the Lifelong Learning Sector)	Level 3	<input checked="" type="checkbox"/> 6	Achieved

**Screenshot 108 – Find a QCF qualification – Learner achieved unit**

- All the other units are available for selection, whether optional or required.

Viewing learner: Andrew Jackson

ULN: 2011201089

Date of birth: 07 Oct 1992

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## Find a QCF qualification

500/3982/9 (City & Guilds Level 3 Certificate in Promoting the Mental Health and Well-being of Older People (QCF))

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### - About this qualification:

Owning organisation: City and Guilds of London Institute

Level:	Level 3	Sector subject area:	1.3 Health and Social Care	Grading structure:	Pass
Total credits:	26	Minimum credits at level:	26	Minimum guided learning hours:	180

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#)

[The calculation is not working as expected](#)

[Calculate](#)

Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26
- Group <b>CGM 0 (CompoundGroup Mandatory 0)</b> Min credits: 0 / 26		
- Group <b>A (Mandatory)</b> Min credits: 3 / 19		
<b>T/501/5971</b> (The principles and values that underpin the promotion of wellbeing and mental health with older people)	Level 3	<input checked="" type="checkbox"/> 3 Required
<b>A/501/5972</b> (Wellbeing, mental health and older people)	Level 3	<input checked="" type="checkbox"/> 3 Required
<b>R/501/5976</b> (Mental health problems and the main interventions and approaches that are used with older people)	Level 3	<input checked="" type="checkbox"/> 3 Achieved
<b>J/501/5974</b> (Promoting wellbeing and mental health with older people)	Level 3	<input checked="" type="checkbox"/> 3 Required
<b>F/501/5987</b> (The legal, policy and service framework in relation to promoting wellbeing and mental health with older people)	Level 3	<input checked="" type="checkbox"/> 4 Required
<b>J/501/5988</b> (Communication and relationships to promote the wellbeing and mental health of older people)	Level 3	<input checked="" type="checkbox"/> 3 Required
- Group <b>B (Optional)</b> Min credits: 4 / 7		
<b>R/501/5993</b> (Assessment, care and support planning and risk management to promote the wellbeing and mental health of older people)	Level 3	<input checked="" type="checkbox"/> 4 Achieved
<b>L/501/5992</b> (Supporting older people with depression and anxiety)	Level 3	<input type="checkbox"/> 4 Optional
<b>L/501/5989</b> (Working with carers, families and significant others to promote the wellbeing and mental health of older people)	Level 3	<input type="checkbox"/> 4 Optional
<b>F/501/5990</b> (Supporting participation in meaningful activity and engagement with life to promote the wellbeing and mental health of older people)	Level 3	<input type="checkbox"/> 3 Optional
<b>J/501/5991</b> (Supporting older people with dementia)	Level 3	<input type="checkbox"/> 4 Optional
Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26

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## Screenshot 109 – Find a QCF qualification – learner – expanded groups

- From the expanded screen, we check appropriate units to select, carefully analysing the totals required, for credits and level (if needed) for each group. After choosing the options, the '*Calculate*' button is selected.

Viewing learner: Andrew Jackson

ULN: 2011201089

Date of birth: 07 Oct 1992

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### Find a QCF qualification

500/3982/9 (City & Guilds Level 3 Certificate in Promoting the Mental Health and Well-being of Older People (QCF))

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#### - About this qualification:

Owning organisation: City and Guilds of London Institute

Level:	Level 3	Sector subject area:	1.3 Health and Social Care	Grading structure:	Pass
Total credits:	26	Minimum credits at level:	26	Minimum guided learning hours:	180

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#)

[The calculation is not working as expected](#)

[Calculate](#)

Qualification credits	Minimum credits at Level 3: 26 / 26	✓	Total credits: 26 / 26	✓	✓
- Group <b>CGM 0 (CompoundGroup Mandatory 0)</b>					
Min credits: 26 / 26 ✓					
+ Group <b>A (Mandatory)</b>					
Min credits: 19 / 19 ✓					
+ Group <b>B (Optional)</b>					
Min credits: 7 / 7 ✓					
Qualification credits	Minimum credits at Level 3: 26 / 26	✓	Total credits: 26 / 26	✓	✓

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### Screenshot 110 – Find a QCF qualification – learner – successful outcome

- The above shows a successful outcome for the Rules of Combination, displaying in green and 'ticks' (**110**) at the Total Credits and Minimum Credits at Level on the Qualification Credits line plus showing similar successes for each Group included in the calculation.
- This completes a Find a QCF Qualification and Rules of Combination for a learner.

### 5.3 Key points from this section

- Users can search for and browse the Qualifications and Credit Framework (QCF) units awarded to learners.
- The generic 'Find a QCF qualification' option does not use learners' PLR data
- The 'Find a QCF qualification – learner's PLR details' will display users with PLR access and those who have agreed to share their PLR information.
- The Rules of Combination (RoC) query refers to regulatory rules for how QCF qualifications are designed. These rules determine the credits a learner must achieve to attain for a qualification.

## Appendix A – Create/update learner fields

Field	Entry type	Format/drop down choice
Title	Free Text	
Given Name	Free Text	
Preferred Given Name	Free Text	
Middle Other Name	Free Text	
Family Name	Free Text	
Previous Family Name	Free Text	
Family Name at 16	Free Text	
Gender	Drop down	Female Male Not Known Not Specified
Date of Birth	Date field:	Drop down
Place of Birth	Free Text	
Nationality	Drop down	Please see Appendix B
Last Known Address 1	Free Text	
Last Known Address 2	Free Text	
Last Known Town	Free Text	
Last Known County/City	Free Text	
Last Known Postcode	Free Text	
Date of Address Capture	Date field	Drop down
Email Address	Free Text	
Verification Type * Tier 1 verification	Drop down	Bank/Credit/Debit Card* Certificate of Entitlement to Funding* Driving Licence* ID Card or other form of National ID* National Insurance Card* None provided Other Passport* Relationship with School
Other Verification Description	Free Text	
School at Age 16	Free Text	

Scottish Candidate Number	Free Text	
Ability to Share	Drop down	FPN not seen FPN Seen and able to share data FPN Seen and unable to share data

## Appendix B – Nationality codes (for learner detail fields)

Codes	Country
00 000 000	Not known
AF AFG 004	Afghanistan
AX ALA 248	Aland Islands
AL ALB 008	Albania
DZ DZA 012	Algeria
AS ASM 016	American Samoa
AD AND 020	Andorra
AO AGO 024	Angola
AI AIA 660	Anguilla
AQ ATA 010	Antarctica
AG ATG 028	Antigua and Barbuda
AR ARG 032	Argentina
AM ARM 051	Armenia
AW ABW 533	Aruba
AU AUS 036	Australia
AT AUT 040	Austria
AZ AZE 031	Azerbaijan
BS BHS 044	Bahamas
BH BHR 048	Bahrain
BD BGD 050	Bangladesh
BB BRB 052	Barbados
BY BLR 112	Belarus
BE BEL 056	Belgium
BZ BLZ 084	Belize
BJ BEN 204	Benin
BM BMU 060	Bermuda
BT BTN 064	Bhutan
BO BOL 068	Bolivia
BA BIH 070	Bosnia and Herzegovina
BW BWA 072	Botswana
BV BVT 074	Bouvet Island
BR BRA 076	Brazil
BQ ATB ???	British Antarctic Territory
IO IOT 092	British Indian Ocean Territory
BN BRN 096	Brunei
BG BGR 100	Bulgaria
BF BFA 854	Burkina Faso
BU BUR 104	Burma
BI BDI 108	Burundi
BY BYS 112	Byelorussian SSR
KH KHM 116	Cambodia
CM CMR 120	Cameroon
CA CAN 124	Canada



Codes	Country
CT CTE 128	Canton and Enderbury Islands
CV CPV 132	Cape Verde
KY CYM 136	Cayman Islands
CF CAF 140	Central African Republic
TD TCD 148	Chad
CL CHL 152	Chile
CN CHN 156	China
CX CXR 162	Christmas Island
CC CCK 166	Cocos (Keeling) Islands
CO COL 170	Colombia
KM COM 174	Comoros
CG COG 178	Congo
CD COD 180	Congo, Democratic Republic
CK COK 184	Cook Islands
CR CRI 188	Costa Rica
HR HRV 191	Croatia
CU CUB 192	Cuba
CY CYP 196	Cyprus
CZ CZE 203	Czech Republic
CS CSK 200	Czechoslovakia
DY DHY 204	Dahomey
YD YMD 720	Democratic Yemen
DK DNK 208	Denmark
DJ DJI 262	Djibouti
DM DMA 212	Dominica
DO DOM 214	Dominican Republic
NQ ATN 216	Dronning Maud Land
TP TMP 626	East Timor
EC ECU 218	Ecuador
EG EGY 818	Egypt
SV SLV 222	El Salvador
GQ GNQ 226	Equatorial Guinea
ER ERI 232	Eritrea
EE EST 233	Estonia
ET ETH 231	Ethiopia
ET ETH 230	Ethiopia
FK FLK 238	Falkland Islands
FO FRO 234	Faroe Islands
DE DEU 280	Federal Republic of Germany
FJ FJI 242	Fiji
FI FIN 246	Finland
FI FIN 246	Finland
FR FRA 250	France
GF GUF 254	French Guiana
PF PYF 258	French Polynesia
TF ATF 260	French Southern Territories

Codes	Country
AI AFI 262	French Territory of Afars and Issas
GA GAB 266	Gabon
GM GMB 270	Gambia, The
GE GEO 268	Georgia
DD DDR 278	German Democratic Republic
DE DEU 276	Germany
GH GHA 288	Ghana
GI GIB 292	Gibraltar
GE GEL ???	Gilbert and Ellice Islands
GE GEL 296	Gilbert Islands
GR GRC 300	Greece
GL GRL 304	Greenland
GD GRD 308	Grenada
GP GLP 312	Guadeloupe
GU GUM 316	Guam
GT GTM 320	Guatemala
GG GGY 831	Guernsey
GN GIN 324	Guinea
GW GNB 624	Guinea-Bissau
GY GUY 328	Guyana
HT HTI 332	Haiti
HM HMD 334	Heard Island and McDonald Islands
VA VAT 336	Holy See
HN HND 340	Honduras
HK HKG 344	Hong Kong
HU HUN 348	Hungary
IS ISL 352	Iceland
IN IND 356	India
ID IDN 360	Indonesia
IR IRN 364	Iran
IQ IRQ 368	Iraq
IE IRL 372	Ireland
IM IMN 833	Isle of Man
IL ISR 376	Israel
IT ITA 380	Italy
CI CIV 384	Ivory Coast
JM JAM 388	Jamaica
JP JPN 392	Japan
JE JEY 832	Jersey
JT JTN 396	Johnston Atoll
JO JOR 400	Jordan
KH KHM 116	Kampuchea
KZ KAZ 398	Kazakhstan
KE KEN 404	Kenya
KI KIR 296	Kiribati
KP PRK 408	Korea, North

Codes	Country
KR KOR 410	Korea, South
KW KWT 414	Kuwait
KG KGZ 417	Kyrgyzstan
LA LAO 418	Laos
LV LVA 428	Latvia
LB LBN 422	Lebanon
LS LSO 426	Lesotho
LR LBR 430	Liberia
LY LBY 434	Libya
LI LIE 438	Liechtenstein
LT LTU 440	Lithuania
LU LUX 442	Luxembourg
MO MAC 446	Macao
MK MKD 807	Macedonia
MG MDG 450	Madagascar
MW MWI 454	Malawi
MY MYS 458	Malaysia
MV MDV 462	Maldives
ML MLI 466	Mali
MT MLT 470	Malta
MH MHL 584	Marshall Islands
MQ MTQ 474	Martinique
MR MRT 478	Mauritania
MU MUS 480	Mauritius
YT MYT 175	Mayotte
MX MEX 484	Mexico
FM FSM 583	Micronesia
MI MID 488	Midway Islands
MD MDA 498	Moldova
MC MCO 492	Monaco
MN MNG 496	Mongolia
ME MNE 499	Montenegro
MS MSR 500	Montserrat
MA MAR 504	Morocco
MZ MOZ 508	Mozambique
MM MMR 104	Myanmar
NA NAM 516	Namibia
NR NRU 520	Nauru
NP NPL 524	Nepal
NL NLD 528	Netherlands
AN ANT 530	Netherlands Antilles
AN ANT 532	Netherlands Antilles
NC NCL 540	New Caledonia
NH NHB 548	New Hebrides
NZ NZL 554	New Zealand
NI NIC 558	Nicaragua

Codes	Country
NE NER 562	Niger
NG NGA 566	Nigeria
NU NIU 570	Niue
NF NFK 574	Norfolk Island
MP MNP 580	Northern Mariana Islands
NO NOR 578	Norway
OM OMN 512	Oman
PK PAK 586	Pakistan
PW PLW 585	Palau
PS PSE 275	Palestine
PA PAN 591	Panama
PZ PCZ ???	Panama Canal Zone
PG PNG 598	Papua New Guinea
PY PRY 600	Paraguay
PE PER 604	Peru
PH PHL 608	Philippines
PN PCN 612	Pitcairn
PL POL 616	Poland
PT PRT 620	Portugal
PR PRI 630	Puerto Rico
QA QAT 634	Qatar
RE REU 638	Reunion
RO ROU 642	Romania
RU RUS 643	Russia
RW RWA 646	Rwanda
SH SHN 654	Saint Helena
KN KNA 659	Saint Kitts and Nevis
KN KNA 658	Saint Kitts-Nevis-Anguilla
LC LCA 662	Saint Lucia
PM SPM 666	Saint Pierre and Miquelon
VC VCT 670	Saint Vincent and the Grenadines
WS WSM 882	Samoa
SM SMR 674	San Marino
ST STP 678	Sao Tome and Principe
SA SAU 682	Saudi Arabia
SN SEN 686	Senegal
RS SRB 688	Serbia
CS SCG 891	Serbia and Montenegro
SC SYC 690	Seychelles
SL SLE 694	Sierra Leone
SK SKM ???	Sikkim
SG SGP 702	Singapore
SK SVK 703	Slovakia
SI SVN 705	Slovenia
SB SLB 090	Solomon Islands
SO SOM 706	Somalia

Codes	Country
ZA ZAF 710	South Africa
GS SGS 239	South Georgia
VD VDR ???	South Vietnam
RH RHO '716	Southern Rhodesia
ES ESP 724	Spain
EH ESH 732	Spanish Sahara
LK LKA 144	Sri Lanka
SD SDN 736	Sudan
SR SUR 740	Suriname
SJ SJM 744	Svalbard and Jan Mayen
SZ SWZ 748	Swaziland
SE SWE 752	Sweden
CH CHE 756	Switzerland
SY SYR 760	Syria
TW TWN 158	Taiwan
TJ TJK 762	Tajikistan
TZ TZA 834	Tanzania
TH THA 764	Thailand
TL TLS 626	Timor-Leste
TG TGO 768	Togo
TK TKL 772	Tokelau
TO TON 776	Tonga
TT TTO 780	Trinidad and Tobago
PC PCI 582	Trust Territory of the Pacific Islands
TN TUN 788	Tunisia
TR TUR 792	Turkey
TM TKM 795	Turkmenistan
TC TCA 796	Turks and Caicos Islands
TV TUV 798	Tuvalu
UG UGA 800	Uganda
UA UKR 804	Ukraine
UA UKR 804	Ukrainian SSR
SU SUN 810	Union of Soviet Socialist Republics
AE ARE 784	United Arab Emirates
GB GBR 826	United Kingdom
US USA 840	United States
UM UMI 581	United States Minor Outlying Islands
PU PUS 849	United States Miscellaneous Pacific Islands
HV HVO 854	Upper Volta
UY URY 858	Uruguay
UZ UZB 860	Uzbekistan
VU VUT 548	Vanuatu
VA VAT 336	Vatican City State
VE VEN 862	Venezuela
VN VNM 704	Vietnam
VG VGB 092	Virgin Islands, British

Codes	Country
VI VIR 850	Virgin Islands, U.S.
WK WAK 872	Wake Island
WF WLF 876	Wallis and Futuna
EH ESH 732	Western Sahara
YE YEM 887	Yemen
YE YEM 886	Yemen
YU YUG 891	Yugoslavia
ZR ZAR 180	Zaire
ZM ZMB 894	Zambia
ZW ZWE 716	Zimbabwe

## Appendix C – Glossary

Abbreviation Term	/	Explanation
AO		Awarding Organisation
CRB Check		Criminal Records Bureau Check
CSV / XML		File formats – Comma Separated Values or Extensible Markup Language
Family Name		The surname or family name of the learner
FPN		Fair Processing Notice – summary of way data may be shared
Given Name		The forename or the name that the learner is usually known by
ICO		Information Commissioners Office
ILR		Individualised Learner Record
LAD		Learning Aims Database
LR		Learner Register
LRB/s		Learner Registration Body/bodies
LRS		Learning Records Service (previously MIAP)
MIAP		Managing Information Across Partners
MIS		Management Information System
NPD		National Pupil Database
NQF		National Qualifications Framework
Ofqual		Office of Qualifications and Examinations Regulation
PLR		Personal Learning Record
QCF		Qualification and Credit Framework
RoC		Rules of Combination
RtA		Routes to Achievement
Super User		Responsible for Managing Users in an Organisation
UKPRN		UK Provider Reference Number
UKRLP		UK Register of Learning Providers
ULN		Unique Learner Number



Learning Records Service  
Cheylesmore House  
Quinton Road  
Coventry CV1 2WT  
T: 08456 022 589 - Customer Help Desk  
F: 02476 825 681

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